



## POSITION VACANCY

**POSITION TITLE:** Patient Navigator, Lung Cancer

**REPORTS TO:** Senior Director, Programs & Services

**HOURS:** Full-time contract (12 months)

**LOCATION:** Provincial Office, Toronto with travel required throughout the province

**EFFECTIVE DATE:** February 2019

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### Position Overview:

Reporting to the Senior Director, Programs & Services, the Patient Navigator, Lung Cancer will act as a care coordinator, educator, advocate, and counselor to achieve optimal outcomes for patients with Lung Cancer.

As an essential component of the patient's support system, the Navigator will complement the healthcare system and provide guidance and information to the patient and their family in a time of great uncertainty. The primary task of the Patient Navigator is to receive calls and lead support groups that will guide patients through the healthcare system from screening through to diagnosis, by assisting with access issues, providing education to assist informed decision-making, and help to advise and guide on multidisciplinary care processes and supportive services. This role will also be responsible for maintaining patient records in our database to assist with navigation, continuous quality improvement and clinical research.

To ensure success in this role, it will also be fundamental for the Patient Navigator to build and establish positive professional relationships with healthcare professionals within the oncology community, across Ontario and the rest of Canada. Encouraging healthcare professionals to recognize the essence of the Patient Navigator role and educating them on the services provided for Lung Cancer patients by the Lung Health Foundation.

### Key Areas of Responsibility:

#### *Lung Health Line*

- Provide telephone, email, and from time-to-time, provide face-to-face consultation with patients to assist in understanding their diagnosis, treatment options, and available resources
- Act a resource by providing advice and guidance on partner organizations, community resources, multidisciplinary care processes and supportive services
- Provide patient education resources and maintain a learning library for patients that include language-specific materials
- Offer educational sessions to inform practitioners of the Patient Navigator role, services provided and encourage referrals
- Assure continuity of care, and where called upon, communicate pertinent information regarding patient issues with case managers, social workers, nurses and/or physicians regarding patient needs

- Serve as a community liaison for education, prevention, and screening. Where called upon, provide lung health, lung cancer risk and smoking cessation counseling and education to individuals and groups in the community
- Display effective leadership by sharing knowledge and skills with colleagues
- Ensure patient's information, progress, and outcomes are recorded in database
- Track and report patient satisfaction, concerns, and complaints
- Other duties as assigned

#### *Lung Cancer Support Groups*

- Provide in-person and online support with patients and caregivers to assist in understanding their diagnosis, treatment options, and available resources
- Assist the group in finding educational presentations on topics of interest to the group
- Support a safe and caring environment that helps patients and caregivers as they are faced with the emotional and physical challenges of daily living associated with Lung Cancer

#### *Patient Submissions*

- Assist with ongoing reviews for drug submissions to Ontario's Committee to Evaluate Drugs on behalf of Ontario patients and caregivers
- Work in collaboration with peers, colleagues, patients and their families to identify effective ways to seek meaningful feedback for drug submissions

#### *Collaboration, Communication and Linkages*

- Develop relationships with referring physicians and other clinicians in the oncology community across Canada
- Work closely with other members of the respiratory health team and display effective leadership by sharing knowledge and skills with colleagues while also recognizing and demonstrating trust in colleagues and their contribution
- Support team and organizational goals and maintains knowledge and awareness of available community resources

#### ***Knowledge and Skill Requirements***

- Demonstrated excellence in verbal and written communication skills, with the ability to handle sensitive issues with tact and diplomacy
- Excellent interpersonal skills with proven ability to communicate effectively and courteously
- Able to work with minimal supervision and exercise sound judgment
- Excellent organizational, problem-solving, analytical and time-management skills
- Ability to work effectively in urgent situations and demonstrate professionalism at all times
- Active and respectful listener – known for honesty, compassion and integrity
- Computer/software skills: proficiency in Windows-based applications including Microsoft Office suite (Word, Excel, PowerPoint and Outlook)

#### ***Education and Experience***

- Post-secondary education with professional certification/degree in good standing with regulatory body
- 3+ years' experience in a related field; Oncology related experience preferred
- Bilingualism in English/French would be considered a significant asset
- Knowledge of Cancer Care Ontario New Drug Funding Program guidelines, policies and procedures an asset
- Knowledge of Ontario Drug Benefits formulary and the Trillium Drug Program would be considered an asset

***Work Environment***

- Willingness to work flexible hours; some evening and weekend work is required
- Willingness to travel

The Lung Health Foundation is committed to providing a barrier-free work environment in concert with the Accessibility for Ontarians with Disabilities Act and the Ontario Human Rights Code. As such, the Lung Health Foundation will make accommodations available to applicants with disabilities upon request during the recruitment process.

The Lung Health Foundation is an Equal Opportunity Employer and prohibits discrimination and harassment of any kind: the Lung Health Foundation is committed to the principle of equal employment opportunity for all employees and to providing employees with a work environment free of discrimination and harassment. All employment decisions at the Lung Health Foundation are based on business needs, job requirements and individual qualifications, without regard to race, colour, religion or belief, national, social or ethnic origin, sex (including pregnancy), age, sexual orientation, gender identity and/or expression, marital, civil union or domestic partnership status, family or parental status, or any other status protected by the laws or regulations in the province where we operate.

**How to apply:**

If you are interested in this opportunity and have the skills and experience required, we invite you to send your covering letter and resume to: [mvail@lungontario.ca](mailto:mvail@lungontario.ca) and in the subject line quote the position title. We appreciate your interest in this opportunity, however, only those selected for an interview will be contacted.