

## Nurse Navigator, Department of Haematology/Oncology

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Company: Aga Khan University (AKU)

Location: Nairobi

Category: healthcare-practitioners-and-technical

### Introduction

Established in , the Aga Khan University Medical College in East Africa seeks to provide high quality education for health professional leaders who will then go on to become reputable specialists generating a positive and lasting impact in the lives of their patients and in the communities they serve. Our goal is to produce health professional leaders through our unique training programmes, building strong research programmes, supporting best practice in the delivery of health services, and contributing to the broader community through strategic partnerships regionally and globally. We aspire to build for the youth of East Africa, a medical college of international quality, providing them with the opportunity to get the best health professional education that is relevant and has impact across East Africa, and indeed, in the world.

The Department of Hematology-Oncology is dedicated to excellence in clinical care, research, and education with the needs of our patients and the desire to contribute to new knowledge as our modus operandi.

### Job Summary

The role is housed with the Hem-Onc Clinic at AKUHN and will involve the coordination of the patient's journey from presentation to discharge from the clinic and any follow up thereafter. The clinic has many stations (registration, billing, triage, DART, MD visit, chemo-unit, discharge desk etc). Each station has its own responsible individual and it is like a "busy round about". The role of the Navigator is to coordinate an efficient flow of patients through the various touch points in the clinic and being the "traffic cop at the round about". The role

requires assisting, facilitating, helping, cross covering – all to ensure the efficient flow of patient through the clinic visit and ensuring a positive patient experience. The Navigator may also be involved in assisting patients in coordinating their post clinic visit care as needed. Overall, the Navigator is the facilitator in the Hem-Onc clinic who will help eliminate barriers to timely care, facilitate flow through system, facilitate interactions with relevant hospital services, increase patient and provider satisfaction and support the inter-professional cancer care team.

### **Responsibilities**

Assess patients upon initial encounter and periodically throughout navigation, matching unmet needs with appropriate services, referrals and support services e.g. providers, dietetics, social work, finance teams etc.

Facilitate timely scheduling of appointments, diagnostic testing, and procedures to expedite the plan of care and promote continuity of care.

Participate in coordination of the plan of care with the multidisciplinary team, promoting timely follow-up on treatment and supportive care recommendations.

Act as a liaison and build trusting relationships with patients, families, and caregivers through effective communication and listening skills.

Act as a liaison and build a trusting relationship with all of the operational touch points and staff in the Hem-Onc clinic and thus be the go-to person for any disruption to the smooth and efficient flow of the clinic and the patient experience.

### **Requirements**

RN from a recognized school of nursing or University.

Current licensure with the Nursing Council of Kenya.

Post Graduate Diploma in Oncology will be an added advantage.

Certification in Basic Life Support (BLS).

Minimum 4 years of clinical nursing experience in an acute care hospital, two of which must have been in oncology/chemotherapy unit.

Demonstrated evidence-based knowledge of current practices in Oncology nursing.

Experience in out-patient clinic operations.

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