



POSITION DESCRIPTION

Position: Cancer Council Navigator (CISS.84)

Reports To: Manager Cancer Council 131120

Classification: Band E

CANCER COUNCIL VICTORIA

Every year, more than 39,000 Victorians will be diagnosed with cancer, and nearly 12,000 will die from cancer. The number of cases will increase as our population grows and ages. Survival will also improve as we get better at [early detection](#) and [treatment of cancer](#).

Since our establishment in 1936, [Cancer Council Victoria](#) has developed an international reputation for our innovative work in [cancer research](#), [prevention](#) and [support](#). As an independent, not-for-profit organisation, we play a leading role in reducing the impact of all cancers on all people.

Our people work and volunteer at Cancer Council Victoria to contribute to an organisation that makes a real difference in people's lives and is valued by the community we serve. In return we are proud to foster a culture that supports individuals to reach their full potential, in an environment that reflects our values of **Excellence, Integrity and Compassion**.

DIVISION / UNIT / TEAM SUMMARY

The Strategy and Support Division works directly with people, clinicians, researchers and policymakers. Our purpose is to reduce inequities and improve outcomes for all people affected by cancer, now and into the future. Our division comprises of Cancer Information and Support Services, Research Governance and Business Operations, Cancer Strategy and the McCabe Centre for Law & Cancer.

We achieve our purpose by:

- Empowering people by delivering trusted, evidenced-based information, training and support.
- Using evidence to investigate and evaluate policies and programs to support people affected by cancer.
- Funding extramural cancer research of greatest impact and increasing investment into cancers with lowest survival.
- Influencing law and policy through advocacy, research, training and capacity building.
- Collaborating with partners in Australia and across the world to influence policy change and reduce system inequities.

The Cancer Information and Support Services (CISS) unit provides information and practical and emotional support to people affected by cancer, including family and friends, at any point in the cancer experience.

As part of the Australian Cancer Nursing and Navigation Program (ACNNP), Cancer Councils Navigation Service will offer more ways for Australians affected by cancer to access support and information that best meets their needs, now and into the future.

Building on our well-established 13 11 20 confidential information and support service, the Cancer Navigation Service acts as a key point of entry, connecting people to tailored support including healthcare professionals, specialist cancer organisations, in-language services, and Aboriginal and Torres Strait Islander community-controlled health services.

Our vision is simple: to connect, inform and empower people impacted by cancer.

We understand the impact of cancer and that everyone's experience is different. We're here so no one faces cancer alone.

POSITION SUMMARY

The Cancer Council Navigator is responsible for delivering Cancer Councils' Cancer Navigation Service in Victoria, providing comprehensive evidence-based cancer information and support to people impacted by cancer at any point of the Cancer continuum.

This role operates as a key point of contact across telephone and digital platforms, offering guidance, connection and referral to appropriate services. The Navigator works with professionals, community members, and people from diverse communities and backgrounds to ensure equitable access to timely evidence-based support and information.

RESPONSIBILITIES

Guided by evidence-based frameworks and practice pathways, you will provide access to timely cancer information and support through:

- Provision of patient centered brief emotional support based on individual need
- Connection to support through appropriate referral to internal and external services.
- Empathetic listening and escalation to crisis or psychological services as required.
- Provision of evidence-based information and resources.
- Screening for distress.
- Performing client assessments to determine emotional and supportive care needs.
- Provision of information about cancer prevention, screening services, and early detection.

- Maintain data integrity in client databases through the collection of client information and national minimum data informed by program data standards.
- Compliance with Cancer Councils Cancer Navigation Service Quality Assessment and Assurance activities.
- Participate in review of procedures and information resources as required.
- Practice within evidence-based frameworks and participate in continual quality improvement activities to ensure a high-quality service is provided.
- Participation in training and education activities, monthly team meetings, call monitoring, and well-being practices.

Such other duties as directed and consistent with an employee's level of skill, competence and training.

KEY SELECTION CRITERIA

Essential Criteria

Qualifications, Knowledge, skills and experience

- Tertiary Qualifications in Health (e.g. nursing, allied health, social work or other related disciplines).
- Experience working in a clinical/Health Service or Community Health environment.
- Experience assessing patient/client needs and making appropriate referrals to health professionals, community services, and non-government organisations, utilising problem-solving skills and a client centred approach.
- Advanced verbal and listening skills with the ability to build professional rapport and trust engage effectively with diverse stakeholders and maintain appropriate boundaries.
- Experience in the provision of psychosocial and informational support.
- Demonstrated ability to practice within an evidence-based framework.
- Proven ability to work independently and as a member of a high-performing team with the ability to problem solve, manage and prioritise multiple tasks.
- Experience using client management databases, and computer literacy in Microsoft office suite of programs - Outlook, Word, Excel.

Desirable Criteria

- Experience in Oncology.
- Recent practice in a Clinical/Health Service or Community Health Environment within the last 5 years.
- Understanding of the impact of a cancer diagnosis and knowledge of the psychosocial and information needs of people affected by cancer.
- Experience in the provision of telephone and/or online evidence-based information and support to clients demonstrating the ability to respond appropriately to a range of needs and concerns.
- Experience with culturally responsive practice, trauma informed practice, and the use of strengths-based approaches.

Special Requirements

- Non-smoker
- Right to work in Australia
- Satisfactory completion of National Police Check

This service does not provide clinical advice or guidance; and

It is understood that the requirements of this position may change overtime to meet program delivery requirements.