

Our purpose

To reduce the rate and impact of cancer through best practice prevention, research and support.

Position description and person specification

Position title:	Cancer Council Navigator	
Unit:	Information and Support	
Department:	Support and Research	
Location:	202 Greenhill Road, Eastwood	
Manager:	Senior Manager Information and Support	
Employment:	Part Time	
Last updated:	January 2026	By whom: Senior Manager Information and Support

Cancer Council SA

- has worked resolutely since 1928 to deliver cancer research, prevention, and support services
- is the state's leading independent, cancer-related, non-government organisation, dedicated to reducing the impact of cancer for all South Australians
- invests in three main strategic objectives: research, prevention and support
- is uniquely positioned as a resource for action and a voice for change towards a cancer free future
- is committed to The National Principles of Volunteer Involvement and Management
- maintains a non-smoking workplace and provides assistance with quitting
- requires employees and volunteers to promote cancer-preventing healthy lifestyle practices and behaviours, as outlined in organisational policies

Our core values are represented by three value statements:

 <p>Care</p> <p>We are driven to make a difference for all—those we serve, our teammates, our partners and ourselves.</p>	 <p>Integrity</p> <p>We strive to do the right thing always, act truthfully and honourably, be our authentic selves, be inclusive and embrace diversity.</p>	 <p>Excellence</p> <p>We work as one team and constantly push ourselves to be the best we can. We arrive every day inspired to make an impact through our talents, passion and commitment.</p>
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Unit role and objectives

Support and Research

The Support and Research unit is responsible for a range of programs and services to advance the provision of supportive care for people affected by cancer. Programs aim to minimise the impact of cancer and / or improve quality of life.

Through a range of strategies, the unit will:

- deliver high quality, targeted support services to people with cancer and their families
- use existing evidence and generate new evidence to advance supportive care
- promote supportive care through partnerships, advocacy and stakeholder engagement.

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 overview

The Cancer Council Navigator is responsible for delivering Cancer Councils' Cancer Navigation Service in SA, 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.

Reporting relationships

This position reports to:

Senior Manager Information and Support

Number of staff reporting to position:

Nil

Key accountabilities (outcome based)

- Guided by evidence-based frameworks and practice pathways, provide access to timely cancer information and support through
 - Provision of patient centred 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.
- Comply 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.
- Participate in training and education activities, monthly team meetings, call monitoring, and well-being practices.

Protect your own health and safety and that of others by:

- complying with and actively contribute to the development of organisational policy and safety systems
- following reasonable instructions and training and complying with organisational policy and safety systems
- identifying and reporting workplace hazards and incidents to their supervisor
- complying with Cancer Council SA's OHS&W policies and procedures
- providing a safe working environment for all staff (paid and voluntary), contractors and invitees
- ensuring that your staff (paid and voluntary), contractors and invitees comply with policies and procedures as updated from time to time

Special conditions

- the successful applicant must be a non-smoker
- attendance at 13 11 20 Cancer Information and Support team meetings and other team training meetings (may occur out of service hours)
- participation in external bi-monthly group supervision
- a willingness to further develop professional skills in the area of cancer control
- appointment will be subject to a satisfactory police check and may require a further Department of Human Services clearance
- this service does not provide clinical advice or guidance
- it is understood that the requirements of this position may change overtime to meet program delivery requirements

Person specification (knowledge, skills and experience)

- **Essential qualifications:**
 - 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:**
 - 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
 - information and support
 - Experience with culturally responsive practice, trauma informed practice, and the use of strengths-based approaches

Signatories

Incumbent

Name: _____

Signature: _____

Date: _____

Manager

Name: _____

Signature: _____

Date: _____