

## **JOB DESCRIPTION**

|                                        |                                                                                                        |
|----------------------------------------|--------------------------------------------------------------------------------------------------------|
| <b>Job Title:</b>                      | Discharge Co-ordinator – Higher Level                                                                  |
| <b>Band:</b>                           | 4                                                                                                      |
| <b>Responsible To:</b>                 | Head of Patient Flow                                                                                   |
| <b>Accountable To:</b>                 | <b>Ward Sister / Senior Nurse for Medical Division / Senior Therapists / Discharge Liaison Officer</b> |
| <b>Section/Department/Directorate:</b> | Patient Flow                                                                                           |

- The successful post holder will be working alongside the current discharge coordinators and be responsible for the training and education of new discharge coordinators as they start within each division.
- They will also be responsible for the development and auditing of weekend working to be able to provide a 7 day service to the organisation.
- Due to their level of experience they are likely to have to coordinate specialist transfer and liaise with specialist networks such as cardiac surgery centres, major trauma network and tertiary specialist centres.
- The post holder will have a ward to cover as discharge coordinator and work alongside the Discharge Liaison Officer to coordinate the above demands alongside daily demands of the role.
- The post holder will deputise for the Discharge Liaison Officer when on leave or absent and support the work in the clinical flow team.

### **Purpose:**

- The post holder will be responsible for coordinating the discharge of patients in a timely manner, as directed by the Multi-disciplinary Team.
- The post holder may not receive daily supervision and should be able to take some responsibility for their work and that of others.
- To work within the multi-disciplinary team helping to ensure that the input is integrated in to the patients overall care and treatment plans.
- To ensure that the Enhance Recovery program is delivered on the ward to aid patients recovery. This includes contacting patients, carers, next of kin to involve them from the start of their admission, “no decision about me without me”

**Context:**

- Patients may have a wide range of disabilities: physical; cognitive; perceptual; mental health.
- They may have acute or chronic conditions.
- The post holder will be based in the acute hospital.
- Work as a member of a team.

**Budget**

- To be responsible for the use of resources in the most efficient and effective way.

**Flexible Working**

As services evolve changes to working patterns maybe required.

The post holder will fulfil all tasks and work as part of a team. To meet the needs of the service, the post holder may be required to work in other areas as appropriate as directed by the line manager.

**Key Working Relationships:**

To establish effective communications amongst all staff within the service thus creating conditions conducive to good patient care.

| <b>To work collaboratively with:</b>                    | <b>Frequent</b> | <b>As Required</b> |
|---------------------------------------------------------|-----------------|--------------------|
| Clerical Staff                                          | √               |                    |
| Cluster Manager, Service Lead or Team Lead              | √               |                    |
| Community equipment store                               |                 | √                  |
| Complex Care Teams                                      | √               |                    |
| Consultants                                             | √               |                    |
| GPs and other practice staff                            |                 | √                  |
| Head of Physiotherapy and Occupational Therapy Services |                 | √                  |
| NDHT staff at all levels                                | √               |                    |
| Nursing Staff /specialist nurses                        | √               |                    |
| Other specialist services                               |                 | √                  |
| Patients, relatives and carers                          | √               |                    |
| Social Services                                         | √               |                    |
| Voluntary agencies                                      |                 | √                  |

The post holder is required to deal effectively with staff of all levels throughout the Trust, the wider Healthcare community, external organisations and the public. This will include verbal, written and electronic media.

**Organisational Chart (Operational Structure):**

Head of Patient Fow/ Senior Nurse / Therapy Service lead



Ward Sister / Therapy Team Leads / Advanced Practitioners (OT/ PT)

Band 6 (Nurse / Therapist)



Band 5 (Nurse / Therapist)



**Health Care Assistants /Therapy Clinical Support Worker, Discharge Co-ordinator**

### **Key Result Areas/Principal Duties and Responsibilities**

This post will involve working on the weekend roster

### **Communication and Relationship Skills**

- Form professional relationships with clients and communicate with them in a way that respects their views, autonomy and culture.
- Constructively manage barriers to effective communication.
- Instruct and guide patients, family and carers in plans for discharge as discussed with the Multi-disciplinary Team.
- Report effectively to the Multidisciplinary Team following contact with patient, family and carers and the completion of the Enhanced Recovery Documentation.
- Communicate with other staff and agencies as appropriate in written and oral format to report on patient performance and progress.
- Attend meetings and feedback relevant information.
- Assist in obtaining valid patient consent and work within a legal framework with patients who lack capacity to consent to treatment.
- Contribute to multi-disciplinary meetings and case conferences helping to ensure that there is an integrated approach which benefits the patient's overall care and discharge plans.
- Refer to Therapy Services at North Devon District Hospital.
- Refer to other on-going services following the Multi-Disciplinary Team Assessments.

### **Analytical and Judgement Skills**

- Recognise the need for further advice, guidance and support as appropriate.
- Assess risk, and manage it effectively within clinical settings.
- Implement, evaluate and modify discharge plans as directed by the Multidisciplinary Team.

### **Planning and Organisational Skills**

- Exercise good personal time management, punctuality and consistent reliable attendance.
- Manage a delegated caseload
- Organise discharge to assess home visits as directed, to include liaison with patients, carers and transport services.

- Organise own day to day activity in liaison with the multidisciplinary team.
- Identify and eliminate any delays in the discharge plan.
- Plan discharge to assess visits and case conferences as directed by the Multidisciplinary Team.

### **Physical Skills**

- Standard IT skills to maintain patient records, e-mail, order equipment etc
- Demonstrating dexterity and co-ordination skills for manual handling equipment e.g. manoeuvring patients in wheelchairs.

### **Responsibility for Patient and Client Care**

- Gather core information on the Enhanced recovery documentation including contacting family / residential / nursing home within 24 hours of admission (including when transferred to a ward).
- Ensure that all appropriate patients are part of the Enhanced Recovery program, getting dressed in own clothes, patients sitting out of bed, drip free mornings, offer of drinks, encourage carers / families to attend the Ward round.
- Implement, evaluate and modify discharge plans as directed by the Multidisciplinary Team.
- Contribute to delegated assessments from the Multidisciplinary Team.
- Demonstrate an understanding of Multidisciplinary Team and apply this using specific knowledge and skills.
- Assess risk, and manage it effectively within clinical settings.
- Plan discharge to assess visits and case conferences as directed by the Multidisciplinary Team.
- Support staff teaching them new ways of working as needed.
- The post holder is expected to comply with Trust infection control policies and conduct him/ herself in a manner to minimise the risk to healthcare associated infections.

### **Responsibility for Policy and Service Development**

- Keep up to date with relevant Trust and Health and Social Care developments
- Participate in the planning, reviewing and development of the role.
- Report any incident/untoward incidents/near misses to self, patients or carers to the manager.
- Be aware of, and follow the Health and Safety at Work Act and local/national guidelines.
- Be aware of and follow the Trust policies and procedures.

### **Responsibility for Financial and Physical Resources**

- Order resources as agreed or directed by the Ward staff.
- Ensure safe and efficient use of stock and equipment. Ensure equipment is checked appropriately. Report any equipment defects.
- Demonstrate and instruct on the use of equipment to ensure safety.
- Understand and apply eligibility criteria for services.

### **Responsibility for Human Resources**

- Be prepared to share knowledge and experience both formally and informally.
- Take a flexible approach in supporting colleagues during times of caseload pressures.
- Participate in the training and induction of other staff/students as appropriate.
- Participate in supervision and appraisal process, identifying own areas of development & undertaking relevant activities to meet objectives set in Personal Development Plan.
- Keep a record of own training and development.

### **Responsibility for Information Resources**

- Contribute to the collection, maintenance and dissemination of information (written and electronic).
- Maintain accurate and complete patient records

### **Responsibility for Research and Development**

- Contribute to any research and development being carried out in the area, collecting information and evidence as requested by the therapist.

### **Decision Making**

- Adhere to professional and organisational standards of practice.
- Work alone at times in the ward environment, always with access to support and supervision.
- Modify intervention as needed depending on risk assessment, the situation and own skills and knowledge. Refer back to the Multidisciplinary Team for support and advice ensuring that they are aware of any modifications made.
- Be aware of own limitations ensuring that no task or procedure is carried out until competent to carry out task safely.

### **Physical Effort**

- Manually handle equipment (wheelchairs) infrequently, following ergonomic risk assessment as per statutory training and service risk assessment.
- Occasional need to move patients in a wheelchair.
- Minimum manual handling required.

### **Mental Effort**

- Work in an unpredictable pattern on a daily basis.
- Read and decipher patient information.
- Help patients to make appropriate choices.
- Help motivate patients.
- Have the ability to communicate with the appropriate response and manner to both patients and carers/family during emotional times.
- Need to concentrate on average for thirty minutes when gathering core information for patients, spending time with families, attending case conferences.
- To deal with frequent distractions.

### **Emotional Effort**

- Work with patients who may have a poor/life limiting prognosis.
- Work with patients in the aftermath of bad news.
- Work with patients with mental health problems and occasional challenging behaviour.
- At times talk to relatives following a death.
- Work with relatives/carers in a supportive role.
- Exposed to emotional situations on a daily basis and asked questions that come from family and patients following difficult news.

### **Working Conditions**

- Occasional contact with body fluids, infection.
- Frequent contact with unpleasant smells.

**Some services will require post holders to work autonomously on weekend rotas.**

## **GENERAL**

This is a description of the job as it is at present constituted. It is the practice of this organisation periodically to examine employees' job descriptions and to update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager in consultation with those working directly to him or her. You will, therefore, be expected to participate fully in such discussions. It is the organisations' aim to reach agreement to reasonable changes, but if agreement is not possible management reserves the right to insist on changes to your job description after consultation with you.

We are committed to serving our community. We aim to co-ordinate our services with secondary and acute care.

We aim to make all our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so. We will share our knowledge with neighbouring healthcare agencies and professionals.

We recruit competent staff whom we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will pay staff fairly and recognise the whole staff's commitment to meeting the needs of our patients.

The Trust operates a 'non smoking' policy. Employees are not able to smoke anywhere within the premises of the Trust or when outside on official business.

All employees must demonstrate a positive attitude to Trust equality policies and Equality Scheme. Employees must not discriminate on the grounds of sex, colour, race, ethnic or national beliefs, marital status, age, disability, sexual orientation, religion or belief and will treat patients, colleagues and members of the public with dignity and respect.

If the post holder is required to travel to meet the needs of the job, we will make reasonable adjustments, if required, as defined by the Equality Act 2010.

## **SAFEGUARDING**

To be fully aware of and understand the duties and responsibilities arising from the Children's Act 2004 and Working Together in relation to child protection and safeguarding children and young people as this applies to the worker's role within the organisation.

To also be fully aware of the principles of safeguarding as they apply to vulnerable adults in relation to the worker's role, which will include recognising the types and signs of abuse and neglect and ensuring that the worker's line manager is made aware and kept fully informed of any concerns which the worker may have in relation to safeguarding adults and/or child protection.

Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected

from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.

## **HEALTH AND SAFETY AT WORK**

The employer will take all reasonably practical steps to ensure your health, safety and welfare while at work. You must familiarise yourself with the employer's Health & Safety policy, and its safety and fire rules. It is your legal duty to take care for your own health and safety as well as that of your colleagues.

## **INFECTION CONTROL - ROLE OF ALL STAFF**

It is the responsibility of all members of staff to provide a high standard of care to patients they are involved with. This includes good infection prevention practice.

All staff have a responsibility to comply with Infection Prevention and Control policies and procedures, this includes:

- Attending mandatory and role specific infection prevention education and training.
- Challenging poor infection prevention and control practices.
- Ensuring their own compliance with Trust Infection Prevention and Control policies and procedures for example, standard precautions, hand hygiene, prevention & management of inoculation incidents

## **CONFIDENTIALITY**

You may not disclose any information of a confidential nature relating to the employer or in respect of which the employer has an obligation of confidence to any third party other than where you are obliged to disclose such information in the proper course of your employment or as required by law. Any failure to comply with this term of your employment will be treated as an act of misconduct under the employer's disciplinary procedure.

## **JOB DESCRIPTION AGREEMENT**

**Job holder's Signature:** .....

**Date:** .....

**Manager's Signature:** .....

**Date:** .....

**PERSON SPECIFICATION**

**POST : Discharge Co –ordinator – Higher Level**

| REQUIREMENTS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | E/<br>D*                                                                           | HOW TESTED?<br><br>Application<br>Form/Interview/<br>Reference/Test | INTERVIEW<br>COMMENTS | SCORE<br><br>(1 Low<br>– 10<br>High) |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------|---------------------------------------------------------------------|-----------------------|--------------------------------------|
| <u>QUALIFICATIONS/SPECIAL TRAINING :</u><br><br>Maths and English to GCSE or equivalent<br><br>NVQ / QCF level 3 or equivalent training or<br>experience in Health and social care.<br><br>Willingness/commitment to undertake<br>training.                                                                                                                                                                                                                                                                                                                                         | E<br><br>E<br><br>E                                                                |                                                                     |                       |                                      |
| <u>KNOWLEDGE/SKILLS:</u><br><br>Knowledge/ understanding of equipment for<br>independence.<br><br>Awareness of therapy services relevant to<br>the setting.<br><br>Knowledge of client conditions related to the<br>setting.<br><br>Understanding the need for professional<br>conduct.<br><br>Health, safety and risk awareness.<br><br>Core IT skills.<br><br>Knowledge of PAS<br><br>Competent listening and observation skills.<br><br>Good communication skills, written and<br>verbal.<br><br>Positive interpersonal skills.<br><br>Good co-ordination/organisational skills. | D<br><br>D<br><br>E<br><br>E<br><br>E<br><br>D<br><br>E<br><br>E<br><br>E<br><br>E |                                                                     |                       |                                      |

|                                                                                                                                                                                                                                              |                          |           |  |  |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|-----------|--|--|
| <u>EXPERIENCE:</u><br><br>Experience of training others in technical skills/life skills.<br><br>Experience of working in care or rehabilitation.                                                                                             | D<br><br>E               |           |  |  |
| <u>PERSONAL REQUIREMENTS:</u><br><br>Ability to work single handed.<br><br>Ability to work under pressure and with flexibility.<br><br>Ability to work as part of a team..<br><br>Able to contribute to the training of other staff/students | E<br><br>E<br>E<br><br>E |           |  |  |
| <u>OTHER REQUIREMENTS:</u><br><br>The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.                                                                                    | E                        | Interview |  |  |

\*Essential/Desirable

| HAZARDS :                                   |   |                                |   |                                                  |   |
|---------------------------------------------|---|--------------------------------|---|--------------------------------------------------|---|
| Laboratory Specimens<br>Proteinacious Dusts |   | Clinical contact with patients | √ | Performing Exposure<br>Prone Invasive Procedures |   |
| Blood/Body Fluids                           | √ | Dusty Environment              |   | VDU Use                                          | √ |
| Radiation                                   |   | Challenging Behaviour          | √ | Manual Handling                                  | √ |
| Solvents                                    |   | Driving                        |   | Noise                                            |   |
| Respiratory Sensitisers                     |   | Food Handling                  | √ | Working in Isolation                             |   |

|                 |  |               |  |  |  |
|-----------------|--|---------------|--|--|--|
| Cytotoxic drugs |  | Night working |  |  |  |
|-----------------|--|---------------|--|--|--|