JOB DESCRIPTION

**Job Title: Admission and Discharge Coordinator - Mardon Neurological Rehabilitation Centre**

**Banding 5**

**Responsible To: Clinical Nurse Manager**

**Accountable To: Senior Matron**

**Department/Directorate: Community Care Group**

**Job Purpose:**

The aim of this post is to lead on the facilitation of effective, efficient and timely admission of patients to the Mardon Neurorehabilitation Centre and further discharge to the most appropriate location.

The post holder will be responsible for assessing and delivering evidence-based, standardised holistic, patient-centred care. The post holder will participate as a member of the multidisciplinary team in providing education, support, and assistance to healthcare professionals in promoting safe and effective admissions and discharges for patients at the Mardon Neurorehabilitation Centre. This will be achieved by providing the advice and assessments surrounding adult services to aid safe, effective, and timely admissions and discharges. The post holder will work with the multidisciplinary team to identify complex cases and act as the liaison with all health and social care professionals; including case managers, patients, relatives, and carers.

The post holder will be expected to develop an integrated collaborative approach to care and to contribute towards the development of a seamless structure in which healthcare is delivered. This includes working collaboratively with all of the multidisciplinary team, linking in with the adult services agenda, and admission & discharge planning.

The post holder will ensure that there is timely and accurate information communicated between the multidisciplinary team and adult community services. This will include developing strong links with complex care teams, Care Direct Plus, Continuing Health Care team, and Clinical Commissioning Groups.

**Key Working Relationships:**
Senior matron
Clinical Nurse Manager
Patients and their relatives
Mardon multidisciplinary team, Rehabilitation Medicine Consultant
Continuing Health Care team
Clinical Commissioning Group
GPs
AHPs
Social Services
Adult Community Services, including community neuro-reablement team

PALS
Third sector organisations Pharmacy staff

**THE TRUST – PURPOSE AND VALUES**

We are committed to serving our community by being a high-quality specialist Hospital with consultant-led services. We aim to co-ordinate our services with primary and community care, and to develop a limited number as Sub-Regional Referral Centres with appropriate levels of research, development and educational involvement. Where appropriate, and consistent with our services, we may provide services aimed at preventing disease and debilitation.

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.

We are committed to equal opportunity for all and encourage flexible working arrangements including job sharing.

**GENERAL**

This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the Manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, the Trust reserves the right to insist on changes to your job description after consultation with you.

The RD&E is a totally smoke-free Trust. Smoking is not permitted anywhere on Trust property, including all buildings, grounds and car parks. For help to quit call: 01392 207462.

As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust's disciplinary policy) up to and including dismissal.

The post holder is expected to comply with Trust Infection Control Policies and conduct him/her at all times in such a manner as to minimise the risk of healthcare associated infection.

**Health Safety and Security**

To be physically able to do the job.

To be able to concentrate/focus during unpredictable work patterns (i.e. with patients) or interruptions and the need to meet deadlines.

To be able to demonstrate mental ability to focus on predictable works patterns. To have well developed coping strategies to deal with stressful/unpleasant situations on the ward or in the department

## **Risk Management**

To ensure working conditions (physical) and mental (behaviour of aggressive patients/staff, relatives, etc) are kept minimal, or where inevitable dealt with appropriately.

Using risk assessment, able to manage self in relation to the demands of the environment

The management of risk is the responsibility of everyone and will be achieved within a progressive, honest and open environment. Staff will be provided with the necessary education, training and support to enable them to meet this responsibility.

To be familiar with all local policies, particularly the Major Incident Policy and Fire Policy, and should make themselves familiar with the 'local response' plan and their role within that response.

**Responsibilities for Health & Safety**

The post holder is responsible for ensuring that all duties and responsibilities of this post are carried out in compliance with the Health & Safety at Work Act 1974, Statutory Regulations and Trust Policies and Procedures. This will be supported by the provision of training and specialist advice where required.

**Information and Resource Management**

* To compile and collate statistics in a timely and accurate manner to reflect the service.
* Complete and record Rehabilitation Complexity Scores weekly for patients awaiting admission.
* Report Delayed Transfer of Care information to relevant parties weekly.
* Chase up and remind staff to complete FIWFAM data.
* Record Admission and Discharge Data for UKROC.
* Send Monthly Data to relevant individuals including NHSE and commissioners.
* To use the Trust Intranet, PAS, and databases as appropriate for the speciality, to record accurate and comprehensive documentation in line with trust policy and NMC guidelines.
* To be competent using the current system for ordering equipment for patients' admission/discharge
* To be able to use email for appropriate communications across the sites.
* Observe a personal duty of care when using equipment.
* To work with the Clinical Nurse Manager and Ward Sisters or Charge Nurse to ensure working within financial limits and referring on to other agencies as necessary.

### **Equity, Diversity and Rights**

* Demonstrates practice sensitive to the cultural, religious and linguistic needs of the individual and brings these issues to the attention of others.
* Develops, sustains and evaluates collaborative approaches with other workers, agencies and communities.
* Identifies training needs and facilitates learning of self and others

### **Planning and Organisational Skills**

* To manage own day to day work tasks and prioritise with reference to MDT.
* Set up and arrange meetings with relevant parties.
* Manage the waiting list for admission to Mardon

### **Service and Personal Development**

* Work with the service to assist with implementation of relevant policies within team/site.
* To participate actively in sharing and receiving in-service training and development to ensure continuous professional development, as appropriate to grade and experience.
* To be aware of and promote cross-site links e.g. with the main hospital site.
* To work with all other staff to adhere to policies/protocols for the Service, as appropriate.
* Participate in formal and informal review/appraisal of own performance with designated preceptor, Team Leader, Clinical Nurse Manager, Ward Sister or Charge Nurse and peer group.
* Demonstrates duties to new starters.
* General support for less experienced staff.
* Follow policies (Trust and Departmental) in own role.
* Collect data for surveys or audits as necessary.
* To help collect data for informal and formal clinical research activities, underpinned by appropriate methodology and documentation
* Identify training needs and facilitate and provide leaming of self and others.

### **Clinical responsibilities**

* Visit and assess patients referred to the Mardon Neurorehabilitation Centre, feeding back information to receiving Multidisciplinary team and decide appropriate pathway for individual referrals.
* Implement discharge plans including completion of relevant sometimes complex paperwork in conjunction with registered nurses, including administrative tasks.
* Assist and take responsibility for administrative tasks such as chasing up funding.
* Keep up to date information on admissions and referrals process, including liaising with referrers weekly to gain accurate clinical and social information which will be presented to the Multi-disciplinary team weekly (most of which will be complex).
* Accurately document and report to a registered nurse and multi-disciplinary team, information regarding the information shared with patients and their relatives, communicating changes as they occur.
* Participate in arrangements for progress reviews where necessary, liaising with multiple agencies involved in a patients care, both in the community and in hospital.
* Evaluate discharge plans regularly and work with the MDT to adapt and alter plans as patients’ conditions change.
* To take the lead in ensuring patients who meet the eligibility criteria for continuing health care are identified and assessed properly.
* To ensure appropriate liaison and follow-up at community level prior to patient's discharge including family members.
* Provide weekly drop in sessions for relatives, providing them with information and support.
* To understand a range of procedures which require a base level of theoretical knowledge supported by practical experience.
* Holistic understanding of patient and family dynamics, as well as patient's condition and its impact on function.
* To work flexibly and be able to adjust to constant changing demands of the centre.
* To keep an up to date register of local nursing and residential homes suitable for the patient group and liaise with specialist nurses in and out of county.
* Act as a positive advocate for the service.
* Show visitors around the unit, including prospective patients and their families.
* If discharge delays occur identify causes and seek solutions with the partnership of the clinical teams.
* To adhere to trust policies for the protection of vulnerable adults
* To be able to deal with a range of difficult or challenging situations, both on the telephone and in person.
* Provide and receive routine and complex information to staff, patients, carers, and care agencies.
* Communicate factual, often complex, information to patients their relatives and the multidisciplinary team.
* To develop and implement administrative systems and train other staff in the use of these systems.
* Able to maintain records and documentation required by work settings in accordance with local policies.
* To be able to work flexibly under-pressure at a fast pace.

**Leadership & Management**

* Contributes to the provision of specialist protocols policies as well as clinical audit
* To work collaboratively with other nursing units/departments and specialities to ensure the patient care is the priority.
* Responsible for organising own workload in order to meet the requirements of the service,
* Produce and present reports as requested.
* Provide representation on working groups as requested.
* Be aware of budgetary limitations and provide highest quality nursing service within those confines.
* Make line manager aware of any concerns regarding quality of service provided in a constructive manner.
* involve some supervision of junior qualified staff and/ or undergraduate students.
* **ORGANISATIONAL CHART**

 Matron Consultant

Nursing Team  Therapy Team

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

**Communication and Relationship Skills**

* To use communication skills to motivate, explain, and gain informed consent from patients. To overcome barriers to effective communication consistent with the setting e.g. cognitive impairment, dysphasia, hearing loss, fear, and pain.
* Demonstrates diplomacy and tact when imparting distressing or sensitive information to patients, their families, and staff relating to care needs. E.g. discussing complex discharge situations, such as nursing or residential home placements and undertaking continuing care assessments.
* To participate in multidisciplinary team meetings and actively contribute to the planning of patients’ admissions & discharges.
* To chair and co-ordinate admission meetings and provide outcome/decisions to referrers
* Develop and maintain effective interpersonal relationships with all members of the multidisciplinary team to ensure a good team spirit and collaborative and holistic working practices for the benefit of patient care.
* To work with ward and others to ensure patients have up to date, realistic discharge plans and to take action to amend the plans if necessary in partnership with all relevant personnel.

**PERSON SPECIFICATION
(POST ATTRIBUTES)**

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| **POST: Band 5 Admissions and Discharge Co-ordinator** |
| **REQUIREMENTS** | **At****Recruitment** | **1st Year** |
| QUALIFICATIONS/SPECIAL TRAINING:* Registered Nurse or AHP
* Degree level Qualification
* Experience in discharging complex patients
 | EEE | EEE |
| KNOWLEDGE/SKILLS:* Broad general and/or clinical knowledge base (describe)
* Excellent verbal and written communication skills
* Ability to develop and manage own case/workload
* Evidence of professional development and regular study
 | EEEE | EEEE |
| EXPERIENCE:* 3 years’ experience post qualifying
* 3 years’ experience in similar role
* Experience of a close liaison with members of the Multi-Disciplinary team
 | EDE | EEE |
| PERSONAL REQUIREMENTS:* Able to work as part of the Multi-Disciplinary Team
* Supervisory skills (equivalent to banding)
* Able to work in isolation
* Highly motivated and enthusiastic
* Smart and professional appearance
* Up to date personal Profile
 | EEEEEE | EEEEEE |
| OTHER REQUIREMENTS:* Clinical Audit – hold an interest
* Holds a full UK driving license/ willing to travel to community hospitals/residences when necessary.
 | ED | ED |

\* Essential/Desirable

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| Laboratory Specimens Proteinaceous Dusts |  | Clinical contact with patients | X | Performing ExposureProne Invasive Procedures |  |
| Blood/Body Fluids | X | Dusty Environment |  | VDU Use | x |
| Radiation |  | Challenging Behaviour | x | Manual Handling |  |
| Solvents |  | Driving |  | Noise |  |
| Respiratory Sensitisers |  | Food Handling |  | Working in Isolation | x |
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| **Hazards within the role, used by Occupational health for risk assessment** |