

JOB DESCRIPTION

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| **JOB DETAILS** | |
| **Job Title** | Discharge Co-ordinator |
| **Reports to** | Discharge Liaison Officer |
| **Band** | Band 3 |
| **Department/Directorate** | Clinical Site Management |

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| **JOB 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 patient’s recovery. This includes contacting patients, carers, next of kin to involve them from the start of their admission, “no decision about me without me” |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| Some services will require post holders to work on weekend rotas, with instruction/support/guidance from the ward co-ordinator on duty. |
| **KEY WORKING RELATIONSHIPS** |
| The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day to day basis  In addition, the post holder will deal with the wider healthcare community, external organisations and the public.  This will include verbal, written and electronic media.  Of particular importance are working relationships with:   |  |  | | --- | --- | | **Internal to the Trust** | **External to the Trust** | | * Clerical Staff | * Community equipment store | | * Team lead | * Complex care teams | | * Consultants | * GPs and other practice staff | | * Head of physiotherapy and occupational therapy teams * Nursing staff / specialist nurses | * Patients, relatives & carers * Social services * Voluntary agencies | |

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| **ORGANISATIONAL CHART** |
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| **COMMUNICATION/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/JUDGEMENTAL 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/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. |
| **PATIENT/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. |
| **POLICY/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. |
| **FINANCIAL/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. |
| **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. |
| **INFORMATION RESOURCES** |
| * Contribute to the collection, maintenance and dissemination of information (written and electronic). * Maintain accurate and complete patient records |
| **RESEARCH AND DEVELOPMENT** |
| * Contribute to any research and development being carried out in the area, collecting information   and evidence as requested by the therapist. |
| **PHYSICAL SKILLS** |
| * Standard IT skills to maintain patient records, email, order equipment etc * Demonstrating dexterity and co-ordination skills for manual handling equipment e.g. manoeuvring patients in wheelchairs |
| **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. |
| **OTHER RESPONSIBILITIES** |
| Take part in regular performance appraisal.  Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling  Contribute to and work within a safe working environment  You are expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection  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.  You must also take responsibility for your workplace health and wellbeing:   * When required, gain support from Occupational Health, Human Resources or other sources. * Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health. * Follow the Trust’s health and wellbeing vision of healthy body, healthy mind, healthy you. * Undertake a Display Screen Equipment assessment (DES) if appropriate to role. |
| **DISCLOSURE AND BARRING SERVICE CHECKS** |
| This post has been identified as involving access to vulnerable adults and in line with Trust policy successful applicants will be required to undertake a Disclosure & Barring Service Disclosure Check. |
| **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, we reserve the right to insist on changes to your job description after consultation with you.  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.  Northern Devon Healthcare NHS Trust and the Royal Devon and Exeter NHS Foundation Trust continue to develop our long standing partnership with a view to becoming a single integrated organisation across Eastern and Northern Devon. Working together gives us the opportunity to offer unique and varied careers across our services combining the RD&E’s track record of excellence in research, teaching and links to the university with NDHT’s innovation and adaptability.  T*his is* |

PERSON SPECIFICATION

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| **Job Title** | Discharge Co-ordinator |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING**  Maths and English to GCSE or equivalent  NVQ / QCF level 3 or equivalent training or experience in Health and social care.  Willingness/commitment to undertake training. | E  E  E |  |
| **KNOWLEDGE/SKILLS**  Knowledge/ understanding of equipment for independence.  Awareness of therapy services relevant to the setting.  Knowledge of client conditions related to the setting.  Understanding the need for professional conduct.  Health, safety and risk awareness.  Core IT skills.  Knowledge of PAS  Competent listening and observation skills.  Good communication skills, written and verbal.  Positive interpersonal skills.  Good co-ordination/organisational skills. | E  E  E  E  E  E  E  E | D  D  D |
| **EXPERIENCE**  Experience of training others in technical skills/life skills.  Experience of working in care or rehabilitation. | E | D |
| **PERSONAL ATTRIBUTES**  Ability to work single handed.  Ability to work under pressure and with flexibility.  Ability to work as part of a team.  Able to contribute to the training of other staff/students | E  E  E  E |  |
| **OTHER REQUIREMENTS**  The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.  Ability to travel to other locations as required. | E  E |  |

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|  | | **FREQUENCY**  **(Rare/ Occasional/ Moderate/ Frequent)** | | | |
| **WORKING CONDITIONS/HAZARDS** | | **R** | **O** | **M** | **F** |
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| **Hazards/ Risks requiring Immunisation Screening** | |  |  |  |  |
| Laboratory specimens | N |  |  |  |  |
| Contact with patients | Y |  |  | X |  |
| Exposure Prone Procedures | N |  |  |  |  |
| Blood/body fluids | N |  |  |  |  |
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| **Hazard/Risks requiring Respiratory Health Surveillance** |  |  |  |  |  |
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| Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate) | N |  |  |  |  |
| Respiratory sensitisers (e.g isocyanates) | N |  |  |  |  |
| Chlorine based cleaning solutions  (e.g. Chlorclean, Actichlor, Tristel) | N |  |  |  |  |
| Animals | N |  |  |  |  |
| Cytotoxic drugs | N |  |  |  |  |
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| **Risks requiring Other Health Surveillance** | |  |  |  |  |
| Radiation (>6mSv) | N |  |  |  |  |
| Laser (Class 3R, 3B, 4) | N |  |  |  |  |
| Dusty environment (>4mg/m3) | N |  |  |  |  |
| Noise (over 80dBA) | N |  |  |  |  |
| Hand held vibration tools (=>2.5 m/s2) | N |  |  |  |  |
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| **Other General Hazards/ Risks** | |  |  |  |  |
| VDU use ( > 1 hour daily) | Y |  |  |  | X |
| Heavy manual handling (>10kg) | Y |  | X |  |  |
| Driving | N |  |  |  |  |
| Food handling | N |  |  |  |  |
| Night working | N |  |  |  |  |
| Electrical work | N |  |  |  |  |
| Physical Effort | N |  |  |  |  |
| Mental Effort | Y |  |  |  | X |
| Emotional Effort | Y |  |  |  | X |
| Working in isolation | N |  |  |  |  |
| Challenging behaviour | Y |  | X |  |  |