

JOB DESCRIPTION

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| **JOB DETAILS** | |
| **Job Title** | Discharge Co-Ordinator |
| **Reports to** | Head of patient flow/Discharge Liaison Officer |
| **Band** | Band 3 |
| **Department/Directorate** | Patient Flow |

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| **JOB PURPOSE** |
| **K**   |  | | --- | | * The post holder will be responsible for coordinating the discharge and transfer 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 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” | |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| * Due to their level of experience they will have to coordinate specialist transfer and liaise with specialist networks such as Trauma surgery centres, major trauma network and tertiary specialist centres. * The post holder will work as a discharge coordinator on the orthopaedic ward. They will work alongside the other discharge Co-ordinators, reporting/escalating to the Discharge Liaison Lead and Patient Flow. * This post also involves working on the weekend roster   Trauma Pathway   * Attend daily ward round * Attend daily therapy handover |
| **KEY WORKING RELATIONSHIPS** |
| Areas of Responsibility: Glossop ward    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** | | * Therapy team | * Social Services | | * Discharge officer/patient flow | * Relatives | | * Hospital Discharge Team | * External trauma departments | | * Discharge co-ordinators * Ward Staff |  | |

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| **ORGANISATIONAL CHART** |
| Head of Flow/Discharge Officer  Ward sister  External Trauma Centre  **POST HOLDER(BAND 3)**  Ward nurses/OT/PT  Other Discharge co-ordinator  HCA/support workers |
| **FREEDOM TO ACT** |
| The post holder will work autonomously on the ward without direct supervision from their line manager |
| **COMMUNICATION/RELATIONSHIP SKILLS** |
| * Form professional relationships with clients and communicate with them in a way that respects their views, autonomy and culture. * To receive telephone calls from internal Trust Medical staff regarding expected emergency admissions, ensuring that an accurate record is kept and all appropriate documentation/case notes are retrieved; * Receive phone calls from the general public, including patients, visitors and relatives, trying to answer questions i.e. patient location with tact, diplomacy and sympathy, whilst adhering to the Trust’s Confidentiality Policy; * 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. * Ensure up to date and accurate records on EPR regarding discharge planning including daily review of EDDs and discharge orders * Ensure that delay reasons are accurately reported within EPR and escalated appropriately to enable timely discharge. |
| **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. * 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 safe |
| **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 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. |
| **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. |
| **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. |
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| **DISCLOSURE AND BARRING SERVICE CHECKS** |
| Candidates will be required to have full disclosure and barring checks prior to commencement of employment |
| **GENERAL** |
| This is 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. |

PERSON SPECIFICATION

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| **Job Title** | Discharge Co-ordinator/ Cardiac 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. | 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 |  |  |  |  |
| Exposure Prone Procedures | N |  |  |  |  |
| Blood/body fluids | **Y** |  |  |  |  |
| Laboratory specimens | 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 |  |  |  |  |
| Heavy manual handling (>10kg) | Y |  |  |  |  |
| Driving | N |  |  |  |  |
| Food handling | Y |  |  |  |  |
| Night working | N |  |  |  |  |
| Electrical work | N |  |  |  |  |
| Physical Effort | Y |  |  |  |  |
| Mental Effort | Y |  |  |  |  |
| Emotional Effort | Y |  |  |  |  |
| Working in isolation | Y |  |  |  |  |
| Challenging behaviour | Y |  |  |  |  |