

JOB DESCRIPTION

JOB DETAILS	
Job Title	Discharge Liaison Officer
Reports to	Head of Discharge / Patient Flow
Band	5 - Subject to completion of matching
Department/Directorate	Clinical Site Management, Operations

JOB PURPOSE
<p>To provide support to the Head of Patient Flow and Matron of Patient Flow to ensure the efficient and effective operation of discharges across the acute hospital. This will include acting on behalf of the Head of Flow and Discharge Lead in their absence.</p> <p>The post holder will project manage a number of initiatives on behalf of the Head of Patient Flow and Matron for Patient Flow.</p> <p>The post holder will have responsibility for ensuring effective coordination of the discharge coordinators across site, including rostering and managing leave requirements. They will be involved in the training and on-going support to the discharge coordinators to ensure they meet strategic and national guidance and targets.</p> <p>The post holder will be the main liaison between the HDT coordinators and the acute site and will be responsible to work with the discharge coordinators and ward staff to ensure smooth discharge processes. They will support initiatives to ensure the Trust meets targets of home before lunch and 5pm. The post holder will work closely with the MDT involved in discharge planning and support therapies with identification of patients to Pathway 2 beds alongside ensuring referrals are completed.</p> <p>The post holder will have responsibility for high customer service, liaising with staff of all levels throughout the organisation and wider healthcare community, external organisations and the public. This will include verbal, written and electronic media.</p> <p>The post holder will be responsible for their own workload which will involve robust planning.</p>

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<p>The Discharge Liaison Officer for patient flow will be based at North Devon District Hospital and will provide practical, business and administration support to the patient flow services.</p> <p>This will include Head of Flow and Discharge and the clinical site team. The role will include co-ordinating, strategic and operational meetings, multi-disciplinary meetings, maintaining information systems, the co-ordination of recruitment, management of e-roster, co-ordinating all administration for different aspects of personnel work including completing sickness reviews, as directed, up to a stage 1 and ensuring smooth implementation and training for new starters. The post will also have line management responsibilities for other admin and staff within the Discharge Team.</p> <p>Specialty specific information:</p> <ul style="list-style-type: none"> To create and maintain good communications and working relationships with all colleagues. To manage specific standalone processes autonomously taking full responsibility for planning, co-ordinating and delivering the process to meet the essential business requirements of the department. Co-ordination of strategic and operational meetings, multi-disciplinary meetings. To have responsibility for non-pay budget ordering and management of equipment and resources with delegated authority in the absence of through the Trust's electronic ordering system for approved products.

- Utilise EPIC to provide information and reports on discharges and monitor trends across the site.
- Develop and maintain an organised office environment, effective filing systems both paper and electronic and other office systems to ensure records are kept up-to-date and readily assessable.
- To have a broad and up to date range of knowledge of all Care Group projects, operational matters, so that queries can be dealt with effectively in the absence of or on behalf of other team members.
- Manage defined projects independently or elements of a project on behalf of group or service managers.
- Distribute information to relevant parties as appropriate, electronically or otherwise
- Provide statistical analysis using the reporting systems and develop reporting tools, such monitoring of activity against demand
- Monitor and report any difficulties or ineffectiveness of electronic equipment and liaise with IT
- Liaise professionally with external authorities either directly or on behalf of senior members of the team.
- Management of Health Roster which will include: - check rosters reflect all additional work/hours and liaising with senior team members for monthly finalisation. Approve annual leave and study leave requests in line with Trust policy. Ensure new starters are incorporated into the rosters.
- Observe and adhere to the strictest confidentiality regarding information to which you have access and to comply with the Data Protection Act.
- Report and collate performance reports against agreed KPIs for all Care Groups pertaining to discharge

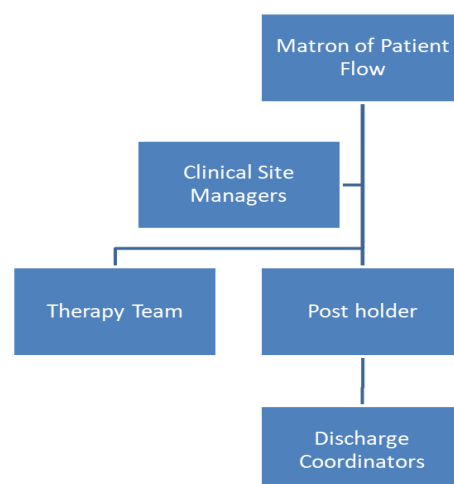
KEY WORKING RELATIONSHIPS

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
<ul style="list-style-type: none"> • Head of patient flow • Discharge Coordinators • Head of Operations • Community services 	<ul style="list-style-type: none"> • Care homes • Social Services

ORGANISATIONAL CHART



FREEDOM TO ACT

In delivering the Discharge Liaison Officer role, the post holder will work autonomously using their own initiative, managing own workload and raising any risks/items for escalation, as required.

COMMUNICATION/RELATIONSHIP SKILLS

The post holder will be required to maintain and build upon internal/external relationships, to communicate effectively with key stakeholders. This includes taking responsibility for handling complex, sensitive queries and information, in a tactful, diplomatic and empathic manner and adhering to the organisations standards of customer care.

The post holder will co-ordinate and manage the administration of complex departmental meetings.

Communicate sensitive and complex information with staff at all levels within Care Groups and the Trust as required. This will include providing and receiving complex information and will involve the use of negotiating, persuasive and motivational skills.

The post holder will be expected to behave in accordance with the Trust's values of demonstrating compassion, striving for excellence, respecting diversity, acting with integrity and to listen and support others.

ANALYTICAL/JUDGEMENTAL SKILLS

The post holder will manage, prioritise and make decisions in regard to the responsibilities described within this job description. This will include dealing with complex issues which will require decisions to meet the requirements of the services it supports.

The post holder will manage and prioritise incoming and outgoing communications, initiating responses on behalf of the Head of Flow/Discharge where appropriate demonstrating, at all times, a high level of discretion and confidentiality while ensuring responses to deadlines are met.

In the absence of the above, the post holder will also be required to make rapid and accurate assessments of urgent/delicate situations that can be addressed by appropriate colleagues within Patient Flow or the Trust in order to meet deadlines, provide solutions and minimise disruptions.

PLANNING/ORGANISATIONAL SKILLS

The post holder will be expected to plan and organise a number of programmes of work within the surgery division which may impact across the Trust. Including some complex related activities which require careful organisation and adjustment of plans to ensure success and to meet the needs of the service.

To organise and plan the workload, ensuring that the flow of work is prioritised in order for the Service Managers to deliver targets and objectives. The post holder must be able to manage rapidly changing priorities and multi task, delegating work where appropriate.

PATIENT/CLIENT CARE

The post holder is required to put the patient, as the first priority, at the centre of all activities. Supports others who provide direct care to patients. To work across wards and have a visible presence across the site. Will be required to regularly visit areas to ensure discharges are running smoothly.

The post holder will have regular contact with patients on the wards, including keeping patient up to date with their discharge, discharge processes and any delays in the process.

The post holder may be expected to handle laboratory samples on occasion, for example covid/flu swabs to enable discharge to care facilities.

POLICY/SERVICE DEVELOPMENT

Implement policies for own work area and contributes to policy and service development with guidance of the Patient Flow Team, as appropriate.

Identify process improvements and develop projects and assignments to respond to organisational and/or policy changes and initiatives more effectively.

FINANCIAL/PHYSICAL RESOURCES

Responsible for ensuring that all staff have the necessary admin equipment and resources required to undertake their duties.

Responsible for non-pay budget ordering and maintaining equipment such as laptops, printers for the department and effectively reporting any problems that may arise.

Responsible for approving expenditure within delegated limit with authority, in the absence of the Service Manager, to authorise expenditure up to £5,000 through the Trust's electronic ordering system for approved products

The post holder will be an authorised signatory for timesheets, meeting expenses.

HUMAN RESOURCES

Be responsible for the line management and monitoring of performance of the Discharge Coordinators across the acute site (North).

Support new employee integration into the department.

Undertaking monitoring of staff appraisals and training rates across the division working with line managers to meet require levels of compliance.

Maintaining accurate personnel files ensuring confidentiality.

Provide support to Service Managers to develop workforce plans, ensuring development opportunities are maximised.

INFORMATION RESOURCES

Responsible for sourcing and gathering information to produce reports, briefings and papers for meetings, ensuring that any actions are followed.

Ensure that a high quality and timely word processing service is provided (utilising all Microsoft Office packages) when producing correspondence, reports, emails, presentations, project plans and spreadsheets.

Maintain effective office systems ensuring that files and records are stored and retrieved appropriately in accordance with Trust procedures.

RESEARCH AND DEVELOPMENT

Comply with Trust's requirements and undertake audits as necessary to own work to meet the requirements of a high-quality patient focused service.

PHYSICAL SKILLS

To work across wards and have a visible presence across the site. Will be required to regularly visit areas to ensure discharges are running smoothly.

Utilisation of advanced keyboard skills for operation of a wide range of computer software and manipulation of data for reporting purposes.

To utilise Trust IT systems, specialist information systems and internal forms for use of the staff of the department to facilitate efficient and speedy working.

PHYSICAL EFFORT

Office and ward-based post that will require a level of fitness to be able to work between environments and at a rapid pace.

MENTAL EFFORT

Unpredictable work pattern with frequent interruptions and continuously changing work priorities requiring a high degree of flexibility. Typing and producing complex documents and reports.

To respond to new demands identified in the role and to build those responses into sustainable systems and activities going forward, using own judgement and logics to resolve issues and making recommendations to improve working policies and practices, ensuring they are implemented.

EMOTIONAL EFFORT

Occasional distressing or emotional circumstances – staff performance issues, dissatisfied service users, dealing with complaints.

The post holder will respond to concerns and questions from a wide range of people with different needs.

Supports the Patient Flow Team investigating patient pathways and therefore will encounter occasional exposure to distressing information.

WORKING CONDITIONS

Uses display screen equipment for substantial proportion of the day.

Requirement to spend time in a laboratory environment and on occasion the mortuary as necessary to fulfil tasks.

To perform tasks that require frequent periods of prolonged concentration, involving the use of computers, accurately recording discussion, planning and preparing documents.

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.

APPLICABLE TO MANAGERS ONLY

Leading the team effectively and supporting their wellbeing by:

- Championing health and wellbeing.
- Encouraging and support staff engagement in delivery of the service.

- Encouraging staff to comment on development and delivery of the service.
- Ensuring during 1:1's / supervision with employees you always check how they are.

DISCLOSURE AND BARRING SERVICE CHECKS

This post has been identified as involving access to vulnerable adults and/or children 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.

At the Royal Devon, we are committed to reducing our carbon emissions and minimising the impact of healthcare on the environment, as outlined in our Green Plan available on our website. We actively promote sustainable practices and encourage colleagues to explore and implement greener ways of working within their roles.

PERSON SPECIFICATION

Job Title	Discharge Liaison Officer
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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
Good knowledge and experience of discharge processes and procedures – educated to degree level or equivalent experience.	/	
KNOWLEDGE/SKILLS		
Expertise and knowledge gained through practical experience and training within the NHS to degree level equivalence.	/	
Expertise in managing and developing projects		/
EXPERIENCE		
Significant experience of MS office applications (including Word, Outlook, Excel and PowerPoint)		/
Experience of managing a team of people	/	
Significant experience in understanding the discharge processes used within the hospital	/	
PERSONAL ATTRIBUTES		
Excellent communication skills both written and verbal with a wide range of people	/	
Excellent organisational skills – ability to work collaboratively, methodically and flexibly to ensure exacting deadlines are achieved in a busy environment whilst high standards are maintained	/	
Work with a high degree of accuracy and be able to demonstrate attention to detail	/	
Persuasive, tactful, diplomatic, empathic	/	
Approachable, responsive, resourceful, enthusiastic and flexible approach	/	
Self-motivated and proactive	/	
OTHER REQUIREMENTS		
Willingness to undertake a wide variety of duties	/	
Ability to travel to other sites for training, meetings etc	/	
The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust	/	

		FREQUENCY			
		(Rare/ Occasional/ Moderate/ Frequent)			
WORKING CONDITIONS/HAZARDS		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	Y	Y			
Contact with patients	Y				
Exposure Prone Procedures	N				
Blood/body fluids	Y		Y		
Hazard/Risks requiring Respiratory Health Surveillance					
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				
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				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	Y				Y
Heavy manual handling (>10kg)	Y				
Driving	N				
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	Y			Y	
Mental Effort	Y			Y	
Emotional Effort	Y			Y	
Working in isolation	N				
Challenging behaviour	Y			Y	