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***“Our vision is to provide safe, high quality seamless service delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust Values”***

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| **JOB DETAILS** | |
| **Job Title** | **Ward Discharge Coordinator** |
| **Reports to** | **Clinical Nurse Manager –**  **Discharge Lounge** |
| **Band** | **3** |
| **Department/Directorate** | **Operations** |

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| **JOB PURPOSE** | | |
| * To achieve a collaborative approach to hospital discharges. * To ensure that patients only stay in hospital for the time required to complete their acute treatment. * Specifically this post will work with colleagues and ward teams to ensure that they provide and support the functions of the MDT ward. * All patients to receive timely and seamless transfer of care to another setting. * The team will promote effective utilisation of resources and optimal outcomes for each patient across the continuum of care. | | |
| **KEY WORKING RELATIONSHIPS** | |  |
| * Consultants and other members of the medical team * Senior nursing staff and other ward staff * Therapy teams * Single Point of Access and Community teams * Administration and secretarial teams across the Trust * External NHS organisations * External organisations/providers * Patients, Carers and Families * Transport * Pharmacy | | |
| **ORGANISATIONAL CHART** | | |
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| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** | | |
| * The aim will be to actively manage caseloads of patients and take responsibility for a wide scope of discharge planning functions & collating of readmission information. * To educate ward staff in the discharge process, including the use of all paperwork/computer systems to support the discharge process. * Attend daily whiteboard meetings and MDT meetings to ensure accurate PDDs & the medically fit status of all patients are recorded. * To actively monitor care pathways and lead discharge arrangements for all patients on designated wards. * Liaise with patients and relatives on admission and discuss expectations, discharge dates and plans. * To ensure the most appropriate option to meet the patient’s needs has been identified and recommended by the MDT ward. * To ensure discharge summaries are completed in advance of discharge date ensuring TTOs and blister packs are ordered in a timely way. * To ensure all referrals are completed in a timely manner e.g. SPoA, community nurses/community therapists. * To actively chase dates and times of booked diagnostics. * Ensure patients have their keys and have arranged transport at the earliest opportunity on their day of discharge. * To actively chase and liaise with the medical team when the discharge is blood result dependent. * Escalate any delays in discharge to the Lead Nurse / Head of Patient Flow. * To liaise with residential/nursing homes providing regular updates to ensure positive relationship building. * To liaise with Bay 6, Devon Carers and Neighbourhood Friends as required. * To be the conduit between teams in order to drive out delays in discharge. * To identify and effectively use processes to support patient’s discharge out of county. * Ensure prevention of inappropriate or unsafe discharges and have the confidence and knowledge to challenge MDTs by escalating to the MDT, Clinician or Lead Nurse / Head of Patient Flow if the post holder feels that it would be unsafe or inappropriate to proceed with discharge. * Provide information about the discharges for the next day to the Site Management Team. * Follow operational policies and participate in review and suggest amendments or additions to policies and change processes in own working area. * To transfer the concept of pulling patients through the discharge process rather than pushing by proactively managing clinical information to ensure timely interventions at appropriate points in the patient’s discharge pathway. * Ensure patients and relatives are given an update every 48 hours or if there is a change in the discharge plan. * To organise and co-ordinate family/best interest meetings including sourcing of suitable venue, time and equipment. * Assist in liaising with care settings when discharging from the wards. * Assist in transport booking if ward clerk is unavailable. * The post holder will be expected to work within their experience and capabilities, ensuring timely escalation to Senior Managers when guidance and support is required. | | |
| **COMMUNICATION/RELATIONSHIP SKILLS** | | |
| * To communicate with staff, external organisations and colleagues in a courteous, professional and timely manner at all times. * The post holder will be responsible for receiving and compiling complex information which may be of a sensitive and confidential nature. * This information is then used to encourage and nurture an agreement and cooperation as required to secure a safe discharge plan. * To contact staff when meetings need to be rescheduled. * Make and receive telephone calls both external and internal according to Trust standards. * Communicate effectively including discussion and written communication. * Proactively manage email communication in line with the RD&E’s Email Best Practice guidance. * Provide excellent customer care in a calm and professional manner (some situations may be challenging). * Organise and/or support meetings through effective communication. | | |
| **ANALYTICAL/JUDGEMENTAL SKILLS** | | |
| * Ensure that the social circumstances/discharge arrangements of each patient have been assessed and documented within 24 hours of patient being admitted to the ward environment. * Monitor the progress of referrals/assessments that are required to assist with the discharge process. * Follow up any outstanding requests that are causing a delay with the discharge process for the patient. * Analysis of delayed discharges within the ward environment. | | |
| **PLANNING/ORGANISATIONAL SKILLS** | | |
| * Facilitate the process of requesting TTOs/transport/discharge summary to assist with a timely discharge and avoidance of any delays. * Ensure that all relevant paperwork is completed by the appropriate persons to ensure an efficient and timely discharge. * Ensure that all relevant tests have been requested and are expedited where required to assist with the discharge process. * Liaise with other care establishments and SPoA to expedite any referrals or assessments that have been requested including the repatriation of patients. | | |
| **PHYSICAL SKILLS** | | |
| * Skills required for communication. * Ability to use telephone and computers. * Standard keyboard skills are essential. | | |
| **PATIENT/CLIENT CARE** | | |
| * Assist the Registered Nurses to maintain accurate record keeping regarding the discharge process for each patient. * Provide all patients with a leaflet explaining the discharge process as per hospital policy. * Highlight any issues to the Site Management Team that may affect the discharge process, for example a lack of senior doctors, therapy services and delays in test results/referrals. * Liaise direct with patients and their carers regarding the discharge process. * In line with the key duties of this post noted above, the post holder will be providing basic clinical advice to patients and carers in relation to the process and management of discharge. | | |
| **POLICY/SERVICE DEVELOPMENT** | | |
| 1. To work with the team to ensure adequate cover is in place during periods of leave. 2. Contribute to the NHS service improvement/modernisation agenda e.g. service redesign. 3. Work as part of the team in developing processes within the department to meet the demands of a growing service. 4. Participate in team and directorate meetings as required. 5. Contribute to audits regarding departmental procedures. 6. To have a flexible approach to working hours to meet the demands of the service. 7. Adhere to the Trust Discharge, Transfer Policy and Health Records Policy, appropriate standard Operating Procedures, Key Performance Indicators, government targets and standard Operational Policies. 8. Undertake training as required to maintain competency/comply with trust policies. 9. Work within Trust policies – including those for confidentiality, data protection, health and safety fire protection and annual appraisal. 10. Adhere to the Trust Access Policy, Key Performance Indicators, government targets and standard Operational Policies and Procedures. 11. The post holder will be responsible for putting into practice policies which affects the process for the discharge of patients. | | |
| **FINANCIAL/PHYSICAL RESOURCES** | | |
| * The post holder has a personal duty of care in relation to equipment and resources used in the course of their work. * The post holder is an authorised signatory for a fund held within Site Management, and is responsible for the maintenance of stock. | | |
| **HUMAN RESOURCES** | | |
| * Provide cover in periods of absence as directed by the Lead Nurse / Head of Patient Flow which may involve moving to other areas. * The post holder will be responsible for providing training to less experienced colleagues with regard to the discharge of patients. | | |
| **INFORMATION RESOURCES** | | |
| * Update the Patient Transfer System with regards to a change in patient status or need. * Document all discharge delays and escalate to the Lead Nurse / Head of Patient Flow. | | |
| **RESEARCH AND DEVELOPMENT** | | |
| * Participate in staff surveys as necessary. | | |
| **FREEDOM TO ACT** | | |
| * Work in accordance with policies of procedure escalations matters to Lead Nurse / Head of Patient Flow as necessary. * Manage own area of responsibility in conjunction with Lead Nurse / Head of Patient Flow. | | |
| **OTHER RESPONSIBILITIES** | | |
| * To take part in regular performance appraisal. * To undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling * To contribute to and work within a safe working environment * The post holder is 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. | | |
| **APPLICABLE TO MANAGERS ONLY** | | |
| * Evidence that supporting employee health and wellbeing is included in any documents outlining the skills and knowledge that line managers need. * Proportion of line managers whose job descriptions include supporting employee health and wellbeing. * 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. | | |
| **THE TRUST- VISION AND VALUES** | | |
| Our vision is to provide safe, high quality seamless services delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust values. Our Trust values are:  Honesty, Openness & Integrity  Fairness,  Inclusion & Collaboration  Respect & Dignity  We recruit competent staff that 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.  We are committed to recruiting and supporting a diverse workforce and welcome applications from all sections of the community, regardless of age, disability, gender, race, religion, sexual orientation, maternity/pregnancy, marriage/civil partnership or transgender status. We expect all staff to behave in a way which recognises and respects this diversity, in line with the appropriate standards. | | |
| **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.  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. | | |
| **POST** | Ward Discharge Co-Ordinators | |
| **BAND** | **Band 3 (TBC)** | |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATIONS / TRAINING:**  Minimum of 3 qualifications, to include GCSE grade A-C/4-9 or equivalent in Maths and English  NVQ Level 3 in Care/Business Admin or equiv.  Clinical Document Management (CDM)  ECDL, CLAIT or equivalent | **E**  **E**  **D**  **D** | **E**  **E**  **E**  **E** |
| **KNOWLEDGE / SKILLS:**  Excellent planning & organisational skills  Ability to prioritise workload to respond to changing demand  Ability to liaise and communicate with staff at all levels  Motivation and negotiation skills  Excellent interpersonal & communication skills inc. demonstrating empathy & sensitivity to patients and relatives  Ability to promote good working liaisons (staff, patients, relatives)  Extracting information / Listening Skills  Ability to handle complex enquiries - distressed & anxious patients  Ability to deal with challenging behaviour  Decision making skills  Ability to provide excellent customer care  Understanding of hospital IT systems  Knowledge of PAS or equivalent information system  Analytical skills & ability to problem solve  Basic computer skills  Proven strong administration skills  Excellent telephone manner  Knowledge of Trust procedures  Able to work independently, with minimum supervision | **D**  **D**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **D**  **D**  **E**  **E**  **E**  **E**  **D**  **D** | **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E** |
| **EXPERIENCE:**  Previous care or clerical experience  Working in an NHS/clinical environment e.g. hospital, GP surgery, CCG  Dealing with the general public | **E**  **D**  **E** | **E**  **E**  **E** |
| **PERSONAL ATTRIBUTES:**  Enthusiastic highly motivated & committed to delivering a service  Understand team work and work within a team  Able to plan and organise workload  Able to prioritise own work load and meet deadlines  Ability to work un-supervised  Can remain calm and professional in a busy environment  Empathetic, but able to understand professional boundaries  Smart appearance, adhering to the Uniform Policy  Welcoming friendly and approachable manner  An adaptable approach to work  Flexible approach to working hours  Commitment to continual development to inc. relevant new systems, policies and procedures  Adheres to relevant Trust policies & procedures  Adheres to confidentiality & data protection requirements | **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **D**  **E**  **E**  **E** | **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E** |

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

**COMPETENCY REQUIREMENTS**

To be completed for all new positions

Please tick which of these essential learning s is applicable to this role

(**NB** those that are mandatory for all staff with no variation on frequency are pre-populated with a tick)

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| Safeguarding Children | Group 1 | | 🞏 | Blood Transfusion | BDS18 collection | | 🞏 | Consent Training | 🗹 |
|  | Group 2 | | 🞏 |  | BDS 19 & 20  Preparing & Administering | | 🞏 | VTE Training | 🞏 |
|  | Group 3 | | 🞏 |  | BDS 17 Receipting | | 🞏 | Record management and the nhs code of practice | 🗹 |
|  | Group 4 | | 🞏 |  | Obtaining a blood sample for transfusion | | 🞏 | The importance of good clinical record keeping | 🗹 |
|  |
|  | Group 5 | | 🞏 |  | Annual Update | | 🞏 | Antimicrobial Prudent Prescribing | 🞏 |
|  | Group 6 | | 🞏 |  |  | |  | Control & Restraint Annual | 🞏 |
| Not mapped this one |  | | 🞏 | Safeguarding Adults Awareness | Clinical Staff | | 🞏 | Mental Capacity/DOL’s | 🞏 |
|  | Group 8 | | 🞏 | Non Clinical Staff | | 🗹 |  |  |
| Manual Handling – Two Year | | | 🗹 | Falls, slips, trips & falls | Patients | | 🗹 |  |  |
| Equality & Diversity – One-Off requirement | | | 🗹 |  | Staff/Others | | 🞏 |  |  |
| Fire | | Annual | 🗹 | Investigations of incidents, complaints and claims | | | 🞏 |  |  |
|  | | Two Yearly | 🞏 | Conflict Resolution – 3 yearly | | | 🗹 |  |  |
| Infection Control/Hand Hygiene | | Annual requirement | 🗹 | Waterlow | | | 🞏 |  |  |
|  | | One-Off requirement | 🞏 | PUCLAS | | | 🞏 |  |  |
| Information Governance | | | 🗹 | Clinical Waste Management | | Application principles for clinical staff | 🞏 |  |
| Harassment & Bullying (Self Declaration – One off requirement) | | | 🗹 | Application principles for housekeeping | 🞏 |  |  |
|  | | |  | Application principles for portering and waste | 🞏 |  |  |