

Job Title:	Discharge and Flow Senior Coordinator B4
Reports to (job title):	Discharge and Flow Clinician B6
Line Manager to:	Discharge and Flow Coordinator B3

## Job purpose

Working as part of the Discharge and Flow Service based in the acute hospitals the role supports the Discharge and Flow Clinicians in facilitating safe, and timely discharges.

Line manages discharge coordinators working in BSW Community Hospitals (CH's) to provide exceptional, consistent levels of service support to the discharges from community hospitals into community services.

Working closely with nurses, therapists, social workers, and other members of the multi-disciplinary team (MDT) to ensure the discharge process is timely and communication is maintained as to where patients are in their discharge journey. The role is to ensure accurate and update records are maintained to provide information relation to discharge activity demand and capacity.

Discharge and Flow Coordinators are central in ensure patients and family are kept up to date regarding the expected discharge pathway.

## Terms & Conditions

- **Band:** 4
- **Salary Range:**
- **Hours:** Full-time. The role is part of a 7-day service. At times of escalation there may be the requirement to work at weekends, Bank Holidays and/or change the working pattern to enable the service to cover a longer day for example 8am-4pm or 10am-6pm
- **Base:** On site at an acute hospital within the hospital discharge service.  
May be required to work on other sites within BSW.

## Key responsibilities

- To work as part of the MDT maintaining responsibility for good communication between all services involved in discharge, driving safe and timely discharge by ensuring all administration work is completed proactively.
- Ensure people using our services are aware of the discharge process and pathways and expected timeframe for discharge providing and overview of reasons discharges can be delayed and the role of the Flow team in supporting discharges.
- Visit patients on wards ensuring they are kept up to date with discharge delays.
- Attend Huddles and MDT meetings recording actions taken and discharge readiness on the clinical system.
- Attend professional and family meetings, recording minutes on relevant paper work.
- Monitor predicted dates of discharge and pathways for patients in Community Hospital ensuring patients are registered on the clinical system.
- Alert all predicted discharge dates to the team to allow planning and required actions are taken at the earliest opportunity.
- Attend Multi Disciplinary Team meetings (MDT's) and provide cover for Discharge Coordinators in their absence.
- Use multiple electronic systems effectively to ensure discharges are timely avoiding process delays.
- Assist in identifying patients whose discharge may be complex and alert the wider Flow Team.
- Maintain excellent communication with the members of MDT, system partners and commissioners.
- Ensure that actions are documented in the patients record particularly with regard to discharge arrangements.
- Have oversight of discharge plans for patients at Community Hospitals, providing advice and guidance for others in the ward teams.
- Ensure all appropriate referrals have been completed prior to discharge and escalate concerns to the Flow Clinicians as indicated.
- To collect data and maintain reports as required.
- Ensure the Discharge and Flow team is aware of predicted discharges daily.
- Ensure any relevant leaflets regarding patient care are provided to patients, family or carers.
- Answer telephone and relay messages accurately, respectfully and competently
- Provide administrative support for your team, and wider by acting as a resource regarding services available and referral processes.
- Keep up to date with mandatory training.

## Management

- Line management of Band 3 Discharge and Flow coordinators to ensure all responsibilities are achieved on a daily basis and in your absence.
- Ensure all expectations of Coordinators are being met and where these are not appropriate action or performance management steps are taken.
- Allocation of work to ensure key performance indications are met.
- Ensure all referrals and queries are managed within appropriate timescales.
- Ensure members of the team are being supported to have the confidence, skills and knowledge to perform their role.
- Complete quality audits and provide management reports.
- Keep up to date with local policies
- Raise risks in a timely manner and ensure incident reports are completed.
- Contribute fully and effectively in team meetings.
- Supervise colleagues according to HCRG Care Group Policy.

## Our values

Our values are our moral compass and core to our DNA. They underpin the way we deliver our services and treat those who use our services.

To many organisations values are just words which don't translate into reality of the day to day but our values flow through everything that we do, they define who we are, what we stand for and set the expectations of our colleagues, communities, customers, and partners. They have been defined by our colleagues and have been integral to our journey so far and will be integral to our future as well.

We have three values which help us stand out from the crowd, not just because there's only three, but because they are unique to who we are. We care, we think, and we do.

Care	Think	Do
<ul style="list-style-type: none"> <li>• Inspire</li> <li>• Understand</li> <li>• Communicate</li> </ul>	<ul style="list-style-type: none"> <li>• Challenge</li> <li>• Improve</li> <li>• Learn</li> </ul>	<ul style="list-style-type: none"> <li>• Accountability</li> <li>• Involve</li> <li>• Resilience</li> </ul>

## Confidentiality and Information Security

As our employee you will be required to uphold the confidentiality of all records held by the company, whether patients/service records or corporate information. This duty lasts indefinitely and will continue after you leave the company's employment.

All information which identifies living individuals in whatever form (paper/pictures, electronic data/images, or voice) is covered by the 2018 Data Protection Act and should be managed in accordance with this legislation. This and all other information must be held in line with NHS national standards including the Records Management: NHS Code of Practice, NHS Constitution and HSCIC Code of Practice on Confidential Information and should only be accessed or disclosed lawfully. Monitoring of compliance will be undertaken by the Company. Failure to adhere to Information Governance policies and procedures may result in disciplinary action and, where applicable, criminal prosecution.

## Information governance responsibilities

You are responsible for the following key aspects of Information Governance (not an exhaustive list):

- Completion of annual information governance training
- Reading applicable policies and procedures
- Understanding key responsibilities outlined in the Information Governance acceptable usage policies and procedures including NHS mandated encryption requirements
- Ensuring the security and confidentiality of all records and personal information assets
- Maintaining timely and accurate record keeping and where appropriate, in accordance with professional guidelines
- Only using email accounts authorised by us. These should be used in accordance with the Sending and Transferring Information Securely Procedures and Acceptable Use Policies.
- Reporting information governance incidents and near misses on CIRIS or to the appropriate person e.g. line manager, Head of Information Governance, Information Security Lead
- Adherence to the clear desk/screen policy
- Only using approved equipment for conducting business

## Governance

Clinical governance is a framework through which organisations delivering health and care services are accountable to continuously improving the quality of their services and safeguarding high standards of care by creating an environment in which clinical and other forms of care flourishes. Employees must be aware that clinical governance places a duty on all staff to ensure that the level of care services they deliver to patients is safe and high quality, and that they follow/comply with our policies and procedures.

## Registered Health Professional

All staff who are a member of a professional body must comply with standards of professional practice/conduct. It is the post holder's responsibility to ensure they are both familiar with and adhere to these requirements.

## Risk Management/Health & Safety

The post holder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the company. Staff are required to observe the Hygiene Code and demonstrate good infection control and hand hygiene.

Employees must be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for other employees, patients, and visitors. It is essential to always observe strict fire and security precautions.

All staff must report accidents, incidents, and near misses so that the company can learn from them and improve safety.

## Safeguarding Children and Vulnerable Adults Responsibility

We are committed to safeguarding and promoting the welfare of children and adults at risk of harm and expects all employees to share this commitment.

## Medicines Management Responsibility

### **Nursing or registered healthcare professionals**

Undertake all aspects of medicines management related activities in accordance with the company's medicines policies to ensure the safe, legal, and appropriate use of medicines.

### **Skilled non-registered staff**

Undertake all aspects of medicines management related activities in accordance with the company's medicines policy where appropriate training has been given and competencies have been achieved.

## Policies and Procedures

All colleagues must comply with the Company Policies and Procedures which can be found on the company intranet.

## General

We are committed to serving our community. We aim to make 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 recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will recognise the commitment from our staff to meeting the needs of our patients.

The company recognises a “non-smoking” policy. Employees are not able to smoke anywhere within the premises or when outside on official business.

## Equal Opportunities

It is the company’s intention to be an employer of choice and ensure that no job applicants or employees are unfairly disadvantaged on the grounds of gender, disability, race, ethnic origin, colour, age, sexual orientation, religion or belief, trade union membership or any other factors that are not relevant to their capability or potential. To this end, the company has an Equality and Diversity policy, and it is the responsibility of each employee to contribute to its success.

## Flexibility Statement

This job description is not exhaustive and may change as the post develops or changes to align with service needs. Any such changes will be discussed directly between the post holder and their line manager.

## Personal Specification

### Essential

- NVQ Level 3 in Care/ Business Administration or equivalent qualification or relevant practical experience
- Relevant IT skills to include Microsoft Office, Excel, Word, Email, MS Teams
- Experience working within a Health or Social Care setting
- Experience working within a multi-disciplinary team
- Able to prioritise own workload
- Minute and note taking skills and experience
- Previous supervisory experience
- Able to assist with queries in a professional and empathetic manner
- Positive and caring attitude
- Able to work in a fast pace environment with the ability to remain calm under pressure
- Work well as part of a team
- Effective communication skills by telephone and in person
- Experience of discharge planning and safe coordination of care
- Demonstrate genuine interest and commitment to discharge planning and patient care pathways
- Proactive and motivated to learn, change and highlight areas of improvement.
- Organised with ability to plan and implement programmes over an extended period of time, delivering objectives within agreed timeframes.

### Desirable

- Experience using Health and Social Care systems such as SystemOne
- Comprehensive knowledge of issues relating to discharge planning
- Awareness and knowledge of infection control guidance
- Experience working in a hospital, the community, or Adult Social Care

Other requirements:

Post holder will be able to travel between sites.

**Employee signature**

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**Manager signature**

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