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| Job Title:  | Band 6 Discharge Liaison Therapist or Nurse  |
| Reports to (job title):  | Flow Clinical lead  |
| Line Manager to:  | Hannah Monaghan |
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## Job purpose

As part of an integrated Health and Social Care organisation, Care Coordination Centre Flow Hub plays a key role in meeting the needs of the people of Bath and North East Somerset. The Flow team are involved in developing and assisting with the planning of complex hospital discharges, as well as the management of delays with transfers of care from acute care settings from both the Royal United Hospital and any Transitional Care Facilities across Bath and North East Somerset. The team work closely with the social care assessment service and locality teams. The Flow Team are responsible for early screening and assessment; and delivering clear and effective communication channels between patients, relatives, carers and professional colleagues, to ensure seamless patient care and a safe discharge plan. They will plan discharges in collaboration with primary, secondary, social services and voluntary agencies to ensure safe and timely discharge to an appropriate Community setting.

Base

Predominantly based within the Royal United Hospital Bath but will be required to support our team in community hospitals and Adult care coordination centre

This post is responsible for:

Developing and assisting with the planning of complex hospital discharges, as well as the management of delays with transfers of care from acute hospitals

## Key responsibilities

The key responsibilities of the Discharge Liaison Therapist or Nurse are as follows:

* To work with the integrated discharge team following the Discharge to Assess model To work with the integrated discharge team and take responsibility to ensure that service users are being discharged on the correct pathway and ensure that service users are prepared for discharge from the acute and community hospital.
* To ensure that a comprehensive, holistic assessment involving a thorough examination of the patients medical, physical, social and emotional state, working within the retrospective professional standards, local policy and procedural assessment. The role will require you to use clinical reasoning skills and knowledge of evidence- based practice to inform the appropriate intervention Make clinical judgements and decisions over the telephone or in hospital/community setting that can often require analysis of complex facts/situations that demand prompt action.
* To work in partnership with patients, relatives, carers and the multi-disciplinary team assessing, planning and implementing a safe discharge plan and to encourage patients and carers to participate in their care by encouraging independence and self-reliance Facilitate clear and effective communication channels between patients’ relatives, carers and professional colleagues to ensure seamless patient care, and lead in the development of patient centred, goal orientated plans of rehabilitation undertaking risk assessments. This will involve managing complex and sensitive situations, ensuring patient confidentiality and responsibility for case management and key working of designated patients and be demonstrated with accurate and up to date clinical records
* Effectively use IT packages to ensure patient care isn’t delayed and that information is accessed via staff email Provide professional advice and guidance to the team and others. This will involve contributing to the smooth day to day management of the team, data gathering, analysis, recording and reporting, interpreting and recommended further courses of action.
* Resolve varied problems using advanced analytical /problem solving techniques to understand the causes. Find solutions based on limited information and use evaluation, judgment and interpretation to select best course of action.

Outline of Provisional Job Schedule:

Working pattern: 22.5 hrs per week, 7 day working Including weekends, bank holidays and Christmas

## 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.

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| **Care** | **Think** | **Do** |
| * Inspire
* Understand
* Communicate
 | * Challenge
* Improve
* Learn
 | * Accountability
* Involve
* Resilience
 |

## 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](https://www.nhsx.nhs.uk/media/documents/NHSX_Records_Management_CoP_V7.pdf) , [NHS Constitution](http://www.nhs.uk/choiceintheNHS/Rightsandpledges/NHSConstitution/Pages/Overview.aspx) and [HSCIC Code of Practice on Confidential Information](https://digital.nhs.uk/data-and-information/looking-after-information/data-security-and-information-governance/codes-of-practice-for-handling-information-in-health-and-care/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 observe strict fire and security precautions at all times.

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 within 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

* Current Professional Registration.
* Willing to undergo training as necessary
* Knowledge and understanding of Primary and secondary care interface
* Standards of professional practice
* Ability to work as part of a team
* Demonstrate a commitment to self development
* Enthusiastic and self-motivated
* Ability to organise and prioritise workload
* Understanding of skills and knowledge required to develop team members
* Able to fulfil Occupational Health requirements for the post.

Desirable

* relevant previous experience of discharge in a similar setting
* Mentorship qualification

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| Employee signature |
| Manager signature |