

Job Title:	Discharge and Flow Clinician Band 6
Reports to (job title):	Discharge and Flow Lead Clinician Band 7
Line Manager to:	Band 4 Discharge and Flow Coordinators

Job purpose

As a Band 6 Clinician within the Patient Flow & Discharge team, the role proactively manages operational patient flow, ensuring safe, timely discharges and facilitating transitions and transfers from hospital to community or other care and rehabilitation settings over 7 days a week.

The role means being a daily coordinator, subject-matter expert, and decision maker, supporting with discharge planning.

The service this role is part of, has to deliver clear and effective communication channels between patients, relatives, carers and professional colleagues, to ensure seamless patient care as they plan discharges in collaboration with primary and secondary care, social services and voluntary agencies.

Terms & Conditions

- **Band:** 6
- **Salary Range:**
- **Hours:** Full-time and part time hours available. The role is part of a 7-day service so there are weekend and Bank Holiday shifts. At times of escalation there may be the requirement to 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

This list is intended to summarise the key responsibilities and is not intended to cover every task that may be required of the role: -

To work with the hospital discharge teams and take responsibility to ensure that service users are being discharged on the correct pathway and that service users are prepared for discharge

1. Patient Flow Coordination

- Liaise across acute wards, consultants, community clinicians, social services, continuing care providers, voluntary sector agencies, and local authorities.
- To ensure that there is a comprehensive, holistic assessment involving a thorough examination of the patients medical, physical, social and emotional state, working within the 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.
- Facilitate seamless transfer of assessments, care plans, and test results to receiving providers.
- 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.
- Complex patient cases; 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.
- Have a clear understanding of Mental Capacity Act and the impact this may have when planning discharge.
- Hold an acute awareness of potential safeguarding concerns and the correct route to escalate these.
- Have a detailed understanding of Continuing Health Care funding and the process for assessment.
- Maintaining a pragmatic approach to risk management.

2. Operational Management

- In conjunction with service users, carers and other professionals, collaboratively decide, implement and evaluate care pathways which reflect individual needs.
- Review, prioritise and facilitate referrals, liaising with other professionals to ensure clinically safe and effective discharges.
- Provide day-to-day senior oversight for the Band 4's, including, supervision, appraisals, and performance management.
- Provide support for Discharge and Flow Lead Clinician when required including deputization and participation in system calls.
- Support front door admission avoidance service when Band 7 is not available.

3. Service Improvement & Governance

- Contribute to planning and evaluation of discharge services, covering seven-day provision, complex discharges, and delays reduction.
- Challenge factors causing delays, support delivery of key performance targets (e.g., earlier discharges, reduced length of stay), and support national/local discharge policies
- Keeping up to date with national directives

4. Patient-Centred Care

- Ensure patients’ needs, dignity, privacy, cultural beliefs, and informed decision-making are maintained throughout the discharge process.

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.

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"> • Inspire • Understand • Communicate 	<ul style="list-style-type: none"> • Challenge • Improve • Learn 	<ul style="list-style-type: none"> • 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, 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 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.

Personal Specification

Essential

Qualifications & Professional Registration

- Registered clinician (e.g., RGN, AHP, Social Worker) or equivalent professional qualification.
- Competent in IT systems and digital record-keeping.

Skills & Experience

- Proven experience in discharge planning or patient flow.
- Ability to make decisions regarding Discharge pathways.
- Able to make autonomous clinical decisions to support discharge and when required front door admission avoidance cases.
- Strong communication, problem-solving, and decision-making skills under pressure.
- Ability to prioritise workload, work flexibly in fast-paced environments.
- Experience of working across organisational boundaries within health and social care.
- Knowledge and understanding of current legislation and best practice in relation to key areas including Information Governance, Care Act, Mental Capacity Act and Safeguarding.
- Up to date understanding of National Hospital Discharge policies and guidance.
- Excellent communication skills, both verbal and written, and the ability to influence others in clinical decision making towards discharge.
- Creative approach to system pressures.
- Sound conversational skills allowing for difficult conversations with both patients, families, and staff.
- Ability to remain calm and consider wider picture in particularly stressful situations.

Personal Traits

- Positive role model, resilient, adaptable, and able to identify stress in self and others.

Job Description

- Motivated, detail-oriented, and committed to inclusive team-working and excellent patient care.

Desirable

- Experience of quality improvement work, in particular with regard to discharge planning

Employee signature

Manager signature
