

Job Title:	Team Sister – Community Transfer of Care Hub
Reports to (job title):	Senior Sister – Community Transfer of Care Hub
Line Manager to:	Staff Nurses and Healthcare Assistants – Community Transfer of Care Hub

The Community Transfer of Care Hub (CTCH) manage all referrals into the Discharge to Assess Pathways across Dartford, Gravesend and Swanley

Following a hospital stay, HCRG Care Group advocate for all people being discharged is 'Home First, for some service users who have complex needs or need a period of further assessment this is not practicable, and they transfer to an assessment bed which is generally in a care home.

The Team is small and friendly based at Gravesham Community Hospital within walking distance from the train station and a two-minute walk from the High Street where there are various High Street shops, places to eat and supermarkets. This is an exciting time to join the newly set up Transfer of Care Hub as we work together to improve our discharge services over all pathways for the residents of Dartford Gravesend and Swanley.

## Job purpose

The post holder is expected to have significant discharge pathway experience with excellent knowledge in complex discharge planning across all areas of the organisation and acute hospital sites. To include oversight of the bed management processes and reporting requirements. Ensuring accurate statistical data is promptly submitted in line with organisational policies. As delegated, you will be responsible for ensuring the smooth and effective running of the Community Transfer of Care Hub. Including but not exclusive: providing support and oversight of integrated discharge nurses and healthcare assistants, who are key in supporting the assessment and discharge planning of patients with complex needs, ensuring the team provides a high quality, effective service to patients and their families/carers.

The post holder will be required to possess excellent skills in assessment of care needs, clinical risk evaluation, change management, leadership as well as the provision of educational/expert support to patients, carers, and colleagues both in their own team and across both organisational and professional boundaries.

The key responsibilities list below is to outline the main responsibilities; however, this may be subject to change and will vary within the given role. We ask all employees to be flexible in their role and to always ensure we are delivering a safe, patient centred and effective service.

## Base

The service is based at Gravesham Community Hospital, however there will be the expectation that the post holder will attend the local acute hospital to provide in-reach support, and associated sites within HCRG Care Group and across partnering organisations as required to meet the needs of the service. There will also be the

requirement to visit patient homes and care homes to undertake face to face assessment of patients' needs and requirements.

## Key responsibilities

The post holder will be expected to:

- Support and manage the Community Transfer of Care Hub Team on a day-to-day basis, providing clinical/management leadership, support, and guidance.
- As requested, support the Team Senior Sister and Clinical Service Manager with recruitment.
- Participate in the induction of new staff, students, bank, and agency staff.
- Involve patients and carers in the planning and delivery of community services/placements.
- Maximise best use of clinical resources and organise clinical cover where necessary.
- Monitor and evaluate patient flow, admission, and discharge arrangements, take responsibility for initiating improvements.
- Support members of the team with facilitating safe and timely discharge plans.
- Take responsibility for the most complex cases, including leading on the assessment of homeless patients ensuring that statutory responsibilities have been met.
- Reviewing complex patients that require 1-1 funding.
- Review and support with any safeguarding issues raised.
- Develop and support robust effective communication with all HCRG Care Group colleagues and other relevant agencies i.e., GPs, social care, nursing colleagues.
- Take clinical responsibility for any placements made by the Community Transfer of Care Hub and to deal with any issues arising from these placements.
- Work with the appropriate managers to ensure the agreed Hospital Discharge Policy is effectively implemented and reviewed, identifying potential initiatives to promote greater integration between hospital, community, and social services.
- Act as the designated clinical link for Kent County Council social services, with all discharge issues and in particular Community Care Act 2014.
- As required support and understand any No Longer Fit to Resides and attend any meetings to discuss these patients escalate any issues as required.
- Support communication systems which seek patient/carers feedback on the hospital discharge process and to address issues highlighted by the process.
- Investigate the circumstances of 'failed discharges' in liaison with the appropriate professionals and cascade any learning points internally and wider across the local system.
- Assist the organisation with the management of bed pressures by providing accurate and up to date information in regard to No Longer Fit to Reside, highlighting any issues that may affect resources or impede the discharges process.
- Provide in-reach assistance to the acute hospitals to provide expertise in community services to improve discharge pathways and flow.

- Promote and implements best practice that is evidence based and evaluate its effectiveness.
- Recognise ethical and legal issues which have implications for nursing practice/discharge and take appropriate action.
- Acknowledge and is aware of clinical governance issues which underpin all clinical practice. Participates in clinical governance initiatives.
- Instigate and participate in audit in relation to discharge process.
- Attend multi-disciplinary meetings escalating any blockages or delays to the discharge process for support.
- Develop good working relationships with various internal and external staff groups to ensure transfer of knowledge and best practice.
- Critically evaluate current research and apply to practice and demonstrate an understanding and application of national guidelines and legislation relating to health and social care and their impact on service provision.
- Undertake audits and disseminate at local level and participate in clinical governance activities and participate in the quality agenda.
- Support the ongoing development of the Community Transfer of Care Hub utilising appropriate transformation tools and monitoring of Key Performance Indicators.
- Ensure own compliance and compliance of others with regards to mandatory training requirements, maintaining records of training and development undertaken.
- Work within the organisational policies and procedures to improve patient care and be able to demonstrate your contribution to the organisational values and behaviours.
- Ensure compliance with the quality, patient safety and governance standards.
- To follow up on costings post sourcing a package of care and support colleagues where required.
- Support when required with any costing reconciliations against ICB agreed rates.
- Ensure all created data is collated correctly to support funding tracker submissions.
- An advanced level of knowledge and understanding of funding pathways.
- Ensure all required costings and transfer of care forms are sent to Kent County Council in a timely manner.
- To attend funding meetings.
- To attend medically fit for discharge calls held by Acute Hospitals.

## Leadership responsibilities

- Act as a role model and mentor within own profession, managing colleagues, supporting their learning and development.
- Ensure effective and efficient use of physical and financial resources; be responsible and accountable for the budget within you designated clinical area.
- Line managers have a responsibility to check in regularly with staff and recognise stress symptoms, know how to access support, and promote the health and wellbeing of their colleagues.
- Be responsible for relevant colleague appraisals and act as third-party confirmer according to NMC revalidation requirements.

- Registered nurses/therapists have the responsibility to maintain an active status on the NMC Register.
- Always act in accordance with the NMC Code of Professional Standards and guiding documents.
- Adhere to organisational Policy and Procedures.
- Ensure all clinical skills, competencies and knowledge is up to date.
- Ensure compliance with the quality, patient safety and governance standards.
- Report any patient safety concerns (speak out safely).

### Outline of Provisional Job Schedule:

The Community Transfer of Care Hub Service operates 7 days a week, 365 days a year, within the following hours:

Monday to Friday: 8am to 5pm

Saturday, Sunday, and bank holidays: 9am – 5pm

### 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		
•Inspire	• Challenge	• Accountability.
•Understand	• Improve	• Involve.
•Communicate	• Learn	• 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 1998 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.

## 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.

## Person specification

### Essential Education, Training & Qualifications

- RN Degree/ Diploma
- NMC Registered
- Recognised teaching/assessing qualification 998/997/mentorship.
- Continuous Professional Development Portfolio

### Communication

- Ability to work within a Team.
- Ability to work alone.
- Ability to listen to and to communicate with patients and carers in a compassionate and caring manner.
- Ability to communicate respectfully with all colleagues.

### Planning & Organisational Skills

- Supports high clinical standards Strong patient advocate.
- Able to make decisions under pressure Able to act autonomously.
- Ability to manage conflict.
- Able to manage own workload and coordinate that of others.
- Ability to communicate at every level and effectively and sensitively in difficult situations.
- Ability to motivate staff.
- Ability to support other members of the team with their professional development.

### Knowledge and Experience

- Specialty knowledge and experience in discharge planning and pathways
- Experience of working within a multiagency health and care system
- Relevant post registration clinical experience
- Experience of initiation and implementation of change
- Experience of financial management Experience of management
- Knowledge of National Framework for NHS continuing health care
- Care Act 2014
- Mental Capacity Act 2005

### Personal Skills & Attributes

- Full driving licence and access to car ability to travel between patient homes, hospital, care homes and base.

**Desirable**

- Management Qualification or equivalent
- Leadership programme
- Presentation skills

**Employee signature**

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**Manager signature**

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