

Job Title:	Band 3 Integrated Discharge Team Coordinator
Reports to (job title):	Clinical Team Lead/ Clinical Team Sister
Line Manager to:	No line management responsibility

Job purpose

The post holder is expected to be an effective care co-ordinator within the service in helping to support the timely sourcing of appropriate care packages to assist with patient flow and safe discharges from the acute hospital wards. As part of the Integrated Discharge Team, you will also be responsible for assisting to help collate and provide the required information within the team to assist with the daily running of the service, alongside assessment and discharge planning of patients' needs ensuring the team provide a high quality, effective specialist service to patients and their families /carers.

Base

The base for the service will predominantly be Graveland Community Hospital, however there will be the need/ expectation that the post holder will attend the local acute hospital when required and may also need to visit associated sites across different organisations where appropriate, and/ or other sites within our organisation/ The organisation.

This post is responsible for

- To act in accordance with the Integrated Discharge Team in processing new referrals. This includes but is not limited to screening and allocating referrals,
- Entering referral documents onto the EMIS clinical system, logging referral details onto the service's internal databases and pro-actively following up and obtaining further information as required to facilitate discharges.
- Processing referrals onto allocated pathways, in a timely manner, cross referencing with the caseloads and signposting appropriately across the organisation
- Acting as a member of the Integrated Discharge Team in providing updates on patient status on the caseload for Darent Valley Hospital, Community Hospital Beds, KCC, CCG, etc...
- Communicate efficiently with multiple organisations, care agencies, HCRG services/ teams and voluntary sector services
- Engage, attend and provide updates in daily IDT meetings, in relation to patient discharges
- Support with management of the central mailbox, following processes to signpost emails to appropriate

teams within the organisation, and to escalate any concerns as appropriate

- To support and promote a proactive approach towards management of patient flow and discharge
- To work closely with multi-disciplinary teams to standardise good practice throughout the organisation
- To communicate with all members of the multidisciplinary team when a concern is raised regarding a patient's discharge, escalating to the team lead or clinical service manager as necessary.
- To link with the health care professionals, patients and carers to ensure appropriate standards of care and communication are met
- Liaise with individual care agencies and KCC/ social services department regarding packages of care and placement for patients, ready for discharge as required
- Ensure good communication with Patient/Carers/Relatives about plans for discharge and on an agreed date as necessary
- To collate and present daily activity data to team lead/ management where required
- To provide the IDT team and administrative staff support/ guidance to facilitate discharges and notify of any admissions/ delays
- To support with the duties of other administration staff within the team during their absence
- To undertake any other tasks as required commensurate with grade.
- To follow up on costings post sourcing a package of care
- Costings reconciliation against CCG agreed rates
- Completing funding tracker
- Knowledge and understanding of funding pathway
- To send off costings/ transfer of care forms if needed to KCC and Health

Outline of Job Schedule:

The Integrated Discharge Team operates 7 days a week, 365 days a year, within the following hours:

Monday to Friday: 8am to 5pm

Saturday to Sunday and bank holidays: 10am to 4pm

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 flourish. 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 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	Desirable
Qualification	<ul style="list-style-type: none"> GCSE level or equivalent education, including Maths and English RSA II typing or equivalent 	<ul style="list-style-type: none"> NVQ level 3 Business Administration or equivalent experience
Knowledge and Experience	<ul style="list-style-type: none"> Administrative experience (minimum 1 year). Administrative experience in a busy, customer facing environment. 	<ul style="list-style-type: none"> Experience as an administrator within a customer care, healthcare, education or social care setting. Understanding of medical terminology Knowledge of clinical systems
Skills & Ability	<ul style="list-style-type: none"> Accurate and efficient IT and keyboard skills. Effective interpersonal, organisational and communication skills. Ability to communicate clearly with a wide variety of colleagues and service users Ability to work with discretion, sensitivity and maintain confidentiality. Ability to work as part of a team. Responsive attitude to delegation of tasks. Punctual, polite, helpful, cheerful, reliable, flexible and dependable. Ability to prioritise own workload, work to tight timescales and manage interruptions. Able to contribute to the changing demands of the service. Willing to undertake training relevant to role. Ability to work well within a team. Demonstrates a diplomatic caring attitude. Maintains confidentiality Smart appearance. Willing to travel to work at other sites to cover absence, training etc Good telephone manner 	

Job Description

Employee signature

Manager signature
