

Job Title:	Discharge Coordinator Assistant – Grade 4
Reports to (job title):	Discharge Co-ordinator Lead
Line Manager to:	N/A

Job purpose

Working to support the lead on discharges from HCRG Community Hospital Wards. Collaborating and liaising with patients, carers, internal and external partners. Offering guidance and support to ensure a proactive, timely, and safe discharge of patients from our Community Wards to an appropriate discharge destination. Maintaining flow through services to ensure a positive experience for all patients.

The below points outline the main responsibilities of the post, in line with HCRG Values.

Base

Savernake Hospital

This post is responsible for

- Ensure a consistent presence on the wards enabling involvement and opportune interactions
- Promote continuity of care for patients moving between services
- Support a patient focussed approach to care, promoting respect and dignity
- Proactively seek to support reductions in average length of stay
- Attend MDTs to support ward teams to maintain focus and progress on discharge planning, supporting in decision making process
- Participate in reviews and meetings where critical decisions are made in relation discharge planning
- Work with ward staff to embed Red2Green processes.
- Work with ward staff to ensure that patients at risk of delay are referred as necessary for specific support services
- Have a clear understanding of Mental Capacity Act and the impact this may have when planning discharge
- Hold an awareness of potential safeguarding concerns and the correct route to escalate these
- Support those patients who are self funding to source appropriate care on discharge
- Have an understanding of Continuing Health Care funding and the process for assessment

- Maintain oversight of ward discharges to ensure all elements of discharge are considered, including medication supplies, equipment ordering onward referrals as example
- Escalate to Discharge Coordinator lead in the event of delays due to patient choice
- Act as a support and resource for both patients and their carers, developing effective channels of communication
- Ability to flex communication style to the needs of others
- Maintain legible and comprehensive patient records to Organisation standard, providing updates of all interactions enabling knowledge sharing
- Hold competence in multiple electronic patient record systems, ensuring data available in the correct format for access by both internal and external staff
- Having an understanding of the organisational complaints process. Supporting individuals who wish to raise concerns, and acting as a resource to managers investigating any complaints received
- Take personal responsibility to learn lessons and build these into future plans
- Remaining up to date in National directives linked to discharge planning processes. This includes those affecting partner organisations. Working with teams to ensure these directives are applied in a timely, equitable, manner
- Having a broad understanding of Health and Safety and Infection Prevention Control issues and how this can impact on discharge plans
- Awareness of risks involved in discharges and escalate to appropriate colleagues to safely mitigate risk
- Act as first point of contact with ward staff to plan and manage discharges
- Forge close working relationships with wider organisation – in patient management team, data collection team, and community teams for example
- Frequent liaison with Patient Flow Hub and the wards to identify any barriers in planned discharges
- Communicate effectively with the Nurse in Charge if it is deemed necessary to cancel a discharge if a safe and well co-ordinated discharge cannot be met, where discharge plans have failed and then ensure plans are revisited following day
- Support carer engagement triggering Carer's Assessments as required, and to work closely with carers and relatives in the interests of supporting timely discharges
- Remain a calm influence in potentially challenging situations
- Foster strong relationships with third party sector
- The post holder must be adept at prioritising the activities that will provide the most efficient, effective and safe discharge pathway and escalate any conditions that will prevent this from happening, working with the ward staff, ward manger and wider MDT as above.
- Work closely with Informatics to monitor Discharge data is correct

- Support The Organisation with internal and national discharge audits
- Able to create alternative plans at short notice should patient needs change, ensuring discharge planning continues
- Desire to seek learning opportunities presented in multiple forms, both formal (accredited courses) and informal (shadowing acute colleagues for example)

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 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

Job Description

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

- Experience of working within health and / or social care
- Discharge planning experience
- Experience of working across organisational boundaries within health and social care
- Awareness of current legislation in key areas including Information Governance, Care Act, Mental Capacity Act.
- Awareness of National Hospital Discharge policies and guidance
- Knowledge of safeguarding policies and procedures
- IT competence in using multiple systems
- Ability to organise workload, changing priority as necessary
- Problem solving skills
- Demonstrate accuracy and attention to detail
- High standard of emotional intelligence with excellent communication skills
- Ability to maintain emotional resilience in often difficult situations
- Adaptability when working with multiple teams
- This post will require onsite presence on each of HCRG Community Hospital sites throughout the week
- Willing to work in other areas of HCRG as and when required to do so

Desirable

- Health or social care qualification
- Experience of working as part of Multi-Disciplinary Team

Employee signature

Manager signature
