

| | |
|--|---|
| JOB DESCRIPTION AND PERSON SPECIFICATION FOR AGENDA FOR CHANGE BAND | Discharge coordinator |
| HOURS AND DURATION | 6 As specified in the job advertisement and the Contract of Employment |
| AGENDA FOR CHANGE REFERENCE NUMBER | 3175 |
| DBS LEVEL | Enhanced DBS with Adults Barred List Check |
| REPORTS TO | Patient Flow Team Manager |
| ACCOUNTABLE TO | Service Manager Acute adult/ Older Persons Inpatients |
| LOCATION | The post holder will initially be based at the location specified in the job advertisement and the Contract of Employment. However, the Trust reserves the right, with consultation, to relocate post holders to any base within the Trust in line with service requirements. |

JOB SUMMARY

Working within the Directorate of Mental Health Inpatient Services the purpose of the role is to support the service to deliver high standards of patient care through robust pathway management, facilitating timely transfers of care within the Trust, and discharge to home/external accommodation providers.

The role requires clinical skills in the assessment and provision of care to patients with Mental Health diagnoses.

The individual will be working with the wider multidisciplinary teams to

- Assist and Co-ordinate safe and timely discharge,
- Support in the transition of patients to the community/ external inpatient provider
- Co-ordinate and support discharge to a setting which meets the mental and physical health needs of the service user

The Discharge Co-ordinator will have an extensive clinical knowledge of discharge processes and community services to facilitate successful and sustained discharges.

MAIN DUTIES AND RESPONSIBILITIES:

1. To demonstrate the Trust's values in everything you do in the work environment and live up the LPT Pledge
2. To be responsible in the use and expenditure of the Trust's resources that you utilise

3. Delivery of Effective Healthcare within the organisation

- 3.1 The post holder will have the responsibility for co-ordinating and supporting the MDT to ensure timely and safe discharge from all inpatient beds.
- 3.2 The post holder will support with placement within the care home sector and offer practical support to patients and carers to identify appropriate resources or destination of discharge.
- 3.3 The post holder will have the capacity to be an autonomous worker and be responsible for their own decision making.
- 3.4 To have an overview of all patients within their designated clinical areas admitted to beds and their position within the patient journey and input into discharge planning to ensure timely and efficient discharge.
- 3.5 Demonstrates specialist knowledge to ensure all necessary assessments are completed for a patient with high nursing needs, be able to assimilate, interpret complex information to produce high quality assessment documentation. Takes the lead on completing Funded Nursing Care assessments and Section 117 aftercare referrals documentation.
- 3.6 Follow up and coordinate 117 aftercare cases with health and social partners re panel outcome, split, costing's being agreed.
- 3.7 Attend ward rounds and discharge reviews where appropriate.
- 3.8 Manage the delayed discharge process and act as liaison with Social Services on delays in placement

4 Establishing Effective Leadership and Communication

- 4.1 The post holder will liaise with the inpatient multi-disciplinary team and other agencies, i.e. social services, continuing health care and residential/nursing homes to ensure relevant referrals to appropriate agencies, co-ordination of assessments and placements
- 4.2 The post holder will provide support, advice and training for staff with regard to referrals to outside agencies, CHC funding and Registered Nursing Care Contributions Assist where applicable.
- 4.3 The role requires a qualified professional with excellent communication skills
- 4.4 Knowledge of all patient status in regard to discharge planning and any associate barriers and revised throughout the day.
- 4.5 To liaise with ward staff to determine when a patient is ready for discharge
- 4.6 Actively engage with members of the MDT including social workers, ward staff, care homes and, supported living providers to ascertain when a patient is ready for discharge and facilitate a timely future care placement and discharge.
- 4.7 To pro-actively communicate and liaise with the individual, their family, advocates as well as other related parties, including health professionals ensuring all are kept up to date on progress, outcome, and long-term support.
- 4.8 Communicate with local commissioning groups and social services leads regarding outcome of funding approval of 117 aftercare and support S/W in identifying suitable placement.
- 4.9 To act as a link between the ward team, community health care settings and social services

- 4.10 Regular attendance at service and divisional meetings with Clinical Commissioning Groups, GEM , local authorities, housing organisations, primary care and the independent and voluntary sectors to promote joint working between organisations.
- 4.11 To provide supervision and ongoing development of junior staff within the team.
- 4.12 To take on delegated responsibility for the team/ team member where and when applicable.

5 Continuing Education, Professional and Personal Development

- 5.1 Undertake the Trust's corporate and local induction, and maintain your learning and compliance with training requirements for your role
- 5.2 Participate in supervision via agreed review and appraisal mechanisms
- 5.3 It is mandatory for all professionally qualified staff and clinical support staff to actively participate in clinical supervision as an integral part of their professional development.
- 5.4 Ensuring professional knowledge regarding discharge processes are understood to support patients in line with national and local guidelines/policies.
- 5.5 Ensure that own practice is within scope of ability, knowledge, skills and experience

6 Clinical Governance, Reduction of Risk, Audit and Research

- 6.1 The post holder will assist in the development of discharge procedures and protocols.
- 6.2 The post holder will input and disseminate information from the delayed discharge census
- 6.3 To identify and quality assure all referrals to other agencies
- 6.4 Act as problem solvers for difficulties, disputes within the discharge processes and procedures and escalate to service managers as required

7 Management and use of Resources and Information

- 7.1 All records that the role is responsible for or modifies must be kept up to date and maintained in an accurate and diligent manner
- 7.2 The post holder will input and disseminate information from the delayed discharge census
- 7.3 Build and maintain links with local resources providers
- 7.4 Ensure the maintenance of a monitoring system for proactive discharge planning in order to understand and problem solve blockages to discharge

8 Operating with Quality in everything you do and Maintaining a Safe Environment

- 8.1 Identify and implement opportunities for improvement in clinical practice
- 8.2 Monitor the out of area placements within service and liaise with providers regarding updates to patient progress/ discharge planning.

COMMUNICATION AND WORKING RELATIONSHIPS

The post holder will work closely with multidisciplinary colleagues, regarding clinical work, service developments, processes, and procedures. They need to communicate appropriately with clients and their carers, other professional and outside agencies as appropriate.

To deliver this role effectively the post holder will be required to develop good working relationships and hold high level communication skills.

The post holder will be required to communicate sensitively and appropriately with patients and their carers during their clinical role and whilst negotiating difficult situations and conflicts.

The post holder will have the ability to provide training/teaching to others.

ENVIRONMENTAL FACTORS

- 9 Physical Effort

9.7 The post holder will, at times, be required to bend; kneel, crouch and undertake activities in confined or restricted spaces e.g. beside beds etc

10 Mental Effort

10.1 The post holder will be required to concentrate for extended periods of time while attending MDT reviews.

10.2 Supervision of junior members of staff e.g. Health care support workers and student nurses and work with them on their personal development

11 Emotional Effort

11.1 To ensure, as far as possible that service users whose movements are restricted to the ward remain in that environment requiring negotiating skills

11.2 To deal with situations which require de-escalation, or the management of abusive/aggressive behaviour

11.3 To undertake levels of observation to ensure the safety of service users

11.4 To motivate service users to engage in activities when the nature of their mental health problems result in low levels of energy and motivation

11.5 Working effectively and compassionately with service users in distress as a result of the symptoms of their severe and enduring mental health problems

12 Working Conditions

12.1 The post includes occasional exposure to unpleasant working conditions e.g. bodily fluids including vomit and urine

12.2 Working in what can at times be a volatile environment

The job description is not exhaustive and will be reviewed in the light of changing needs and organisational development. Any changes will be discussed with the post holder who may be required to carry out the duties appropriate to the grade and scope of the post.

OUR LEADERSHIP BEHAVIOURS: IT STARTS WITH ME

Our leadership behaviours framework set the standards of expectation we aspire to in our daily work. Meeting these standards and developing the capability to exceed them, will not only ensure that we continue to improve and respond flexibly to changing needs as an organisation, but will also help our staff to fulfil their potential, both in terms of personal achievement and career advancement.

The behaviours we expect to see at LPT are:



Valuing one another



Recognising and valuing people's differences



Working together



Taking personal responsibility



Always learning and improving

ADDITIONAL INFORMATION

The NHS is in a period of continuing change due to developments and rationalisation of services. This will lead to a modification of structures and job descriptions. The post holder will be expected to co-operate with changes, subject to consultation, at any time throughout the duration of their contract.

MOBILITY

The person specification for the role will detail the mobility requirements of the post. However, employees may be required to work at any of the other sites within the organisation subject to consultation.

POLICIES AND PROCEDURES

All staff should comply with the Trust's Policies and Procedures. It is the employee's responsibility to ensure that they are aware of the relevant Policies and Procedures for their area of work. Key Policies and Procedures will be explained as part of local induction arrangements

SAFEGUARDING CHILDREN AND ADULTS

The Trust takes the issues of Safeguarding Children and Adults, and addressing domestic violence very seriously. All employees have a responsibility to support the Trust in its duties

by adhering to all relevant national and local policies, procedures, practice guidance and professional codes; promptly reporting any concerns to the appropriate authority in line with safeguarding policy and guidance; attending mandatory training on Safeguarding children and adults; being familiar with individual and the Trust's requirements under relevant legislation.

MENTAL CAPACITY ACT

All clinical staff will be aware of their responsibilities under the Mental capacity Act and will ensure that assessment for Deprivation of Liberty Safeguards is in place for any patient that is deemed to lack capacity to consent to their care and treatment.

MAKING EVERY CONTACT COUNT

All staff are positively encouraged to contribute to improving health for themselves, their patients, service users and colleagues. This happens when, in everyday contact, the opportunity is taken to raise the subject of choosing better health by stopping smoking, reducing alcohol intake, eating more healthily and becoming more active. The Trust's Making Every Contact Count programme has further information.

HEALTH AND SAFETY

It is the duty of all employees of the Trust to ensure that a safe working environment and safe working practices are maintained at all times. Any specific duties you are required to fulfil as part of the job you are employed to undertake will be detailed as part of your job description. All employees must comply with the duties imposed on them by the Health and Safety at Work Act 1974, i.e.

- To take responsibility for the Health and Safety of themselves and of other persons who may be affected by their acts or omissions at work.
- To co-operate with their employer as far as is necessary to meet the requirement of the legislation.
- Not to intentionally or recklessly interfere with or misuse anything provided in the interest of health and safety or welfare

These duties apply to all staff whenever and wherever they are engaged on Trust business.

DATA PROTECTION

In line with national legislation, and the Trust's policies, you must process all personal data fairly and lawfully and in a transparent way, for the specific, explicit and legitimate purpose(s) it was obtained and not disclosed in any way incompatible with such purpose(s) or to any unauthorised persons or organisations, unless a lawful exemption applies.

The post holder must be familiar with and comply with the all Trust Policies on Data Protection, Confidentiality and Information Security and requests for personal information.

The post holder must be familiar with and comply with the General Data Protection Regulation and Data Protection Act 2018.

Personal Data must be:

- Processed lawfully, fairly and in a transparent manner
- Collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes
- Adequate, relevant and limited to what is necessary
- Accurate and where necessary, kept up-to-date
- Kept in a form which permits identification of data subjects for no longer that is necessary for the purposes which it is processed
- Processed in manner that ensures appropriate security, including protection against unauthorised or unlawful processing and accidental loss, destruction or damage

CONFIDENTIALITY

The Trust attaches the greatest importance to patient confidentiality and to the confidentiality of personal health data, personal data and other data held and processed by the Trust. All data should be treated as confidential and should only be disclosed on a need-to-know basis.

Some data may be especially sensitive and is the subject of a specific organisation policy, including information relating to the diagnosis, treatment and/or care of patients and service users, as well as individual staff records. Under no circumstances should any data be divulged or passed on to any third party who is not specifically authorised to receive such data. In addition, staff must not access personal information unless authorised to do so as part of their role.

Due to the importance that the organisation attaches to confidentiality, disciplinary action will be considered for any breach of confidentiality. All members of staff are expected to comply with national legislation and local policy in respect of confidentiality and data protection. With the increased use of information technology and e-communications, staff should also be aware that safe guards are in place to protect the privacy of individuals when using these mechanism, both inside and outside of work. This includes the use of social media i.e. Facebook, Twitter, Snapchat etc. Where privacy is breached disciplinary action will be considered.

All employees should be mindful of the seven Caldicott principles when dealing with person identifiable information.

1. Justify the purposes of using confidential information
2. Only use it when absolutely necessary
3. Use the minimum that is required
4. Access should be on a strict need to know basis
5. Everyone must understand his or her responsibilities
6. Understand and comply with the law
7. The duty to share information can be as important as the duty to protect patient confidentiality

If there is any doubt whether or not someone has legitimate access to information, always check before you disclose.

EQUALITY AND DIVERSITY

We aim to design and provide services and employment practices that meet the diverse needs of our service users and staff, ensuring that none are placed at a disadvantage over others. You will be expected to take into account the provisions of the Equality Act 2010 to advancing equal opportunity. You must to act in your role to ensure that no one receives less favourable treatment due to their protected characteristics i.e. age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex (gender) or sexual orientation.

In carrying out its functions, you must have due regard to the different needs of different protected equality groups in their area.

INFECTION CONTROL

All employees have a responsibility to protect from infection themselves and other people, whether they be patients, other staff or visitors, as well as making all reasonable effort to reduce or prevent the risk of infection in their working environment. All staff have a duty to make themselves familiar with and comply with Infection Prevention and Control Policies and Procedures, carry out duties required by legislation such as the Health and social care Act

2008 (updated 2015) (and subsequent legislation), and to attend mandatory training relating to infection prevention and control.

COUNTER FRAUD

Staff are expected to report any incidences of potential fraud to the Counter Fraud Helpline on 0800 028 40 60.

SMOKING AT WORK

The Trust has a “Smoke Free Policy”, which applies to:

- All persons present in or on any of the Trust grounds and premises
- All persons travelling in Trust owned vehicles (including lease cars) whilst on official business.
- Privately owned vehicles parked on Trust grounds or when transporting Service Users, Visitors on official Trust business.
- When wearing an NHS uniform.

ELECTRONIC ROSTERING

‘Our Electronic Rostering system is key to ensuring staff are in the right place with the right skills at the right time, to ensure we carry out this responsibility effectively; all LPT staff must adhere to the rostering standards and guidelines set out in the Electronic Rostering Policy, pertaining to their role’.

| Person Specification Selection Criteria: | 3. Essential/ Minimum 1. Desirable | Stage measured at. You must demonstrate the required criteria at all stages indicated | | | |
|--|--|---|----------------|------|-------------------|
| | | Appli- cation form | Intervi- ew | Test | Prese- ntation |
| Demonstrates a commitment to the Trust’s Behaviours | | | | | |
| 1.1 Valuing one another | 3 | | x | | |
| 1.2 Recognising and valuing people’s differences | 3 | | x | | |
| 1.3 Working together | 3 | | x | | |
| 1.4 Taking personal responsibility | 3 | | x | | |
| 1.5 Always learning and improving | 3 | | x | | |
| Qualifications (Equivalent qualifications will be considered where their equivalency can be demonstrated) | | | | | |
| 2.1 Degree or diploma in Nursing | 3 | X | | | |
| 2.2. Registration with NMC | 3 | X | | | |

| Person Specification Selection Criteria: | 3. Essential/ Minimum 1. Desirable | Stage measured at. You must demonstrate the required criteria at all stages indicated | | | |
|--|--|---|-----------|------|--------------|
| | | Application form | Interview | Test | Presentation |
| 2.3. Evidence of post registration training | 3 | X | | | |
| Knowledge and Skills | | | | | |
| 3.1. Demonstrates a comprehensive knowledge of mental health | 3 | X | X | | |
| 3.2. Demonstrates a broad range of clinical knowledge | 3 | | X | | |
| 3.3. Demonstrates knowledge of the Continuing Health Care funding process | 3 | | X | | |
| 3.4. Demonstrates the ability to present formal and informal teaching sessions | 1 | | X | | |
| 3.5. Demonstrates an ability to gather and distribute information to the relevant professionals involved | 3 | | X | | |
| 3.6. Demonstrates a knowledge of care home/ Supported living provision and funding | 3 | | X | | |
| 3.7. Ability to input data and use information technology and Trusts systems | 3 | | X | | |
| 3.8. Demonstrates an understanding or relevant policy and procedures | 3 | | X | | |
| Experience (both work and 'life' related) | | | | | |
| 4.1 Demonstrates the ability to work as a member of a multi-disciplinary team | 3 | X | X | | |
| 4.2 Evidence of continuous professional development | 3 | X | X | | |
| 4.3 Demonstrates previous involvement in service developments initiatives | 1 | X | X | | |
| 4.4 Demonstrates an ability to effectively communicate with all disciplines and agencies | 3 | X | X | | |
| 4.5 Previous experience of working with the client group | 3 | X | | | |

| Person Specification Selection Criteria: | 3. Essential/ Minimum 1. Desirable | Stage measured at. You must demonstrate the required criteria at all stages indicated | | | |
|--|--|--|-----------|------|--------------|
| | | Application form | Interview | Test | Presentation |
| Personal Attributes | | | | | |
| 5.1. Demonstrates a positive attitude to client group | 3 | X | X | | |
| 5.2. Team player | 3 | | X | | |
| 5.3. Resourceful and able to use initiative | 3 | | X | | |
| 5.4. Demonstrates confidence in self and own abilities | 3 | | X | | |
| 5.5. Demonstrates a sensitivity to the needs of others | 3 | | X | | |
| 5.6. Demonstrates the ability to be effective as an autonomous worker | 3 | | X | | |
| 5.7. Able to manage competing demands and unpredictable working patterns | 3 | | X | | |
| 5.8 Demonstrates initiative motivations and enthusiasm with regard to the their practice | 3 | X | X | | |
| Mobility This will be dependent on the role. This will be specified in the job advert. | | You must demonstrate how you would meet the stated mobility requirement on your application form | | | |