

JOB DESCRIPTION AND PERSON SPECIFICATION FOR AGENDA FOR CHANGE BAND	Patient Flow Facilitator
HOURS AND DURATION	4
AGENDA FOR CHANGE REFERENCE NUMBER	As specified in the job advertisement and the Contract of Employment
DBS LEVEL	JD3524R
REPORTS TO	Enhanced DBS with Adults Barred List Check
ACCOUNTABLE TO	Patient Flow Team Lead
LOCATION	Patient Flow Matron
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	
<p>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 a planned and effective intervention from when they are referred and admitted to inpatient services until discharge by organising and keeping track of key tasks the clinical teams and patient flow team need to complete.</p> <p><u>To achieve that they will:</u></p> <p>Support referral management into the Patient Flow Team, prioritising admissions and ensuring patients are moved through the system in a timely way.</p> <p>Provide comprehensive administrative support to the Patient Flow Team achieving effective and efficient service provision and Patient Flow.</p> <p>Co-ordinate and collate real time information on current and predicted bed capacity within inpatient services.</p> <p>Plan and organise daily task allocation sheets to ensure the ward managers can distribute the tasks fairly to the staff.</p> <p>Take a lead in collating and recording information into the daily ward checklist, spreadsheet/database ensuring that all tasks are completed for patients that are admitted before discharge.</p> <p>Work closely with registered professionals to ensure tasks are being completed in a timely manner escalating any outstanding or overdue actions to the ward sisters and consultants.</p> <p>Organise, plan, and prioritise own workload, to be responsive to the changing needs of the service, utilising and maintaining electronic systems to support patient flow.</p>	

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 capacity to be an autonomous worker and be responsible for their own decision making.
- 3.2 To ensure referrals into the service have access to an admission in a timely way.
- 3.3 To have an overview of all patients within their designated clinical areas, admitted to beds and their position within the patient journey.
- 3.4 Attend ward rounds and discharge reviews where appropriate to form part of the MDT sharing information to enable discharge plans to be formulated.
- 3.5 To undertake diary management for self and others, planning meetings and liaising with the wider MDT including other agencies ensuring that appointments are scheduled appropriately and that invitees are informed of meetings in a timely manner to ensure attendance is optimised. To cancel, change and re-schedule meetings if required.
- 3.6 To formulate written information e.g., notes of meetings, business and/or patient correspondence, briefings, reports to a high professional standard ensuring that all documents are correctly formatted and stored to enable retrieval and that document version control is adhered to.
- 3.7. To use comprehensive computer skills and knowledge of Microsoft office applications to ensure that the daily Sitreps, ward checklist database/spreadsheet is kept up to date and well organised to allow any outstanding/ overdue actions to be easily highlighted and ensure continuity of care in their absence.
- 3.8 Where required, to provide information, advice, or guidance directly to patients/carers in relation to planned treatment and discharge to ensure they are well informed.
- 3.9 Provide and receive complex and contentious information, where persuasive, motivational, negotiating and re-assurance skills are required to support clinical staff to resolve problems for patients and overcome any barriers that may arise when completing tasks allocated to them.
- 3.11 To analyse and interpret information relating to overdue/ outstanding actions to identify where there are barriers to the completion of clinical tasks and escalate as appropriate to the ward manager and consultants. This may include looking into and responding to complaints and incidents due to tasks not being completed as appropriate.
- 3.12 To ensure that the receiving ward if the patient is transferred receives the most up to date checklist for the patient to ensure any outstanding actions are easily identified to support a smooth transfer of care.
- 3.13 To triage and assess the patients financial, housing, and social needs and make referrals to external authorities and external stake holders.
- 3.14 To make applications for and access relevant budgets and financial support to enable patients discharge
- 3.15 Throughout the shift, to continuously analyse changing patient information and to understand the complexity of the patient need to share- this -information with the wider team to support with prioritisation and decision making.

4. Establishing Effective Leadership and Communication

- 4.1 The post holder will ensure a thorough handover of care is determined at the point of referral and discussed with allocated ward care team.

- 4.2 The post holder will liaise with the inpatient multi-disciplinary team and other agencies, i.e., social services, inreach, HET to ensure referrals are completed and received as well as colleagues within the LLR system to ensure referrals are accepted promptly.
- 4.3 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.
- 4.4 Design and deliver induction programmes for new members of staff, both administrative and clinical, covering the areas of own responsibility.
- 4.5 To analyse and interpret information relating to overdue/ outstanding actions to identify where there are barriers to the completion of clinical tasks and escalate as appropriate to the ward manager, consultants, and discharge coordinators. This may include looking into and responding to complaints and incidents due to tasks not being completed with the appropriate timeframes.

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 Ensuring professional knowledge regarding the inpatient pathway, referral to discharge processes are understood to support patients in line with national and local guidelines/policies.
- 5.4 Ensure that own practice is within scope of ability, knowledge, skills, and experience.

6. Clinical Governance, Reduction of Risk, Audit and Research

- 6.1 Ensure the delivery of care to patients meets the standards required by regulatory bodies, for example CQC.
- 6.2 Contribute to the development of Trust policies, procedures and clinical guidelines and ensures compliance of self and others.
- 6.3 Shared responsibility to ensure the highest standards of infection prevention and controls are always practiced.
- 6.4 Contribute to setting, maintaining, and monitoring of standards of care to the optimum level and lead the improvement of care, through benchmarking, audit, and research.
- 6.5 Take due regard to the importance of the effect and consequence of the care environment regarding its physical, psychological, and social effects on patients and care delivery.
- 6.6 Promote, develop, and implement patient and public involvement activities in the service area, leading to service improvement.
- 6.7 Ensure that self and team members act at all times to provide a personalised service to patients in accordance with agreed standards and promote equality, diversity, and human rights.
- 6.8 Lead and ensure the promotion of patient dignity, equality, diversity, and human rights.
- 6.9 Maintains own and ensures others maintain professional boundaries and appropriately declare any conflicts of interest.

7. Management and use of Resources and Information

- 7.1 All records 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 daily sitreps.
- 7.3 Build and maintain links with local resources providers.

7.4 Ensure the maintenance of a monitoring system for proactive discharge planning to understand and problem solve blockages to discharge.

7.5 To use comprehensive computer skills and knowledge of Microsoft office applications to ensure that the daily sitreps, ward checklist database/spreadsheet is kept up to date and well organised to allow any outstanding/ overdue actions to be easily highlighted and ensure continuity of care in their absence.

7.6 To understand and prioritise the referrals and manage the databases accordingly.

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 Ensure patient feedback is collated prior to discharge.

8.3 Identify and escalation of risks related to health and safety regarding patient safety and discharge process.

8.4 Support the team to ensure they are able to carry out their duties in a safe environment.

8.5 Support to ensure all patients referred into the service are safe and are able to gain access to the most appropriate area.

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, multi- professionals, 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

Physical Effort

- 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

Mental Effort

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

10 Emotional Effort

- To ensure, as far as possible that service users whose movements are restricted to the ward remain in that environment requiring negotiating skills.
- To deal with situations which require de-escalation, or the management of abusive/aggressive behaviour.
- To motivate service users to engage in activities when the nature of their mental health problems result in low levels of energy and motivation.
- Working effectively and compassionately with service users in distress as a result of the symptoms of their severe and enduring mental health problems

11 Working Conditions

- The post includes occasional exposure to unpleasant working conditions e.g. bodily fluids including vomit and urine.
- Working in what can at times be a volatile environment.

- The postholder will be expected to carry a pinpoint alarm due to working within 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 always maintained. 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 mechanisms, 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 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.

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.

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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
Demonstrates a commitment to the Trust’s Behaviours 1.1 Valuing one another 1.2 Recognising and valuing people’s differences 1.3 Working together 1.4 Taking personal responsibility 1.5 Always learning and improving	3 3 3 3 3		x x x x x		
Qualifications (Equivalent qualifications will be considered where their equivalency can be demonstrated) 2.1 Good standard of education including GCSE English and Mathematics Grade C (new Grade 4) or above, or equivalent qualification or experience. 2.2. Higher National Certificate or Vocational Qualifications to level 4 or equivalent experience.	3 3	X X			
Knowledge and Skills 3.1. Demonstrates a comprehensive knowledge of mental health.	3	X	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
3.2. Demonstrates a broad range of clinical knowledge.	3	X	X		
3.3. Demonstrates knowledge of the Continuing Health Care funding process	1		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.	1		X		
3.7. Ability to input data and use information technology and Trusts systems.	3	X	X		
3.8. Demonstrates an understanding or relevant policy and procedures.	3		X		
3.9 Demonstrates a sound knowledge and utilisation of Microsoft Office packages.	3	X	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		
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	X		
Personal Attributes					
5.1. Demonstrates a positive attitude to client group.	3	X	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
5.2. Team player	3	X	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			