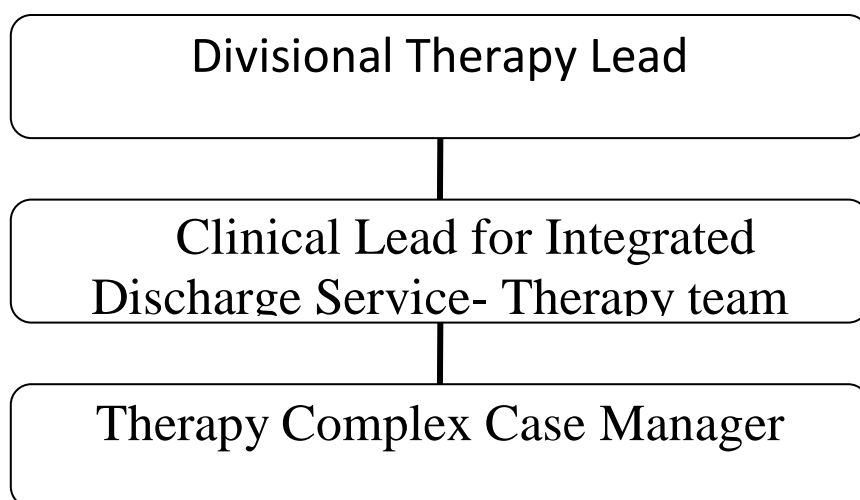


**JOB DESCRIPTION**

<b>DIRECTORATE:</b>	Community and Integrated Care services (CIC).		
<b>DEPARTMENT:</b>	Integrated Discharge Service (IDS).		
<b>JOB TITLE:</b>	IDS Home First Occupational Therapist/Physiotherapist.		
<b>BAND:</b>	6		
<b>BASE:</b>	Burnley General Hospital.		
<b>REPORTS TO:</b>	Divisional Therapy Lead.		
<b>RESPONSIBLE FOR:</b>			
<b>CRB DISCLOSURE REQUIRED:</b>	<b>YES ✓</b>	No <input type="checkbox"/>	Standard <input type="checkbox"/>
			<b>Enhanced ✓</b>

**ORGANISATION CHART**



## **JOB SUMMARY**

This post is an essential development for the delivery of a fully integrated discharge service across Pennine Lancashire. The Integrated Discharge service therapist undertakes highly skilled and specialised work to support in the assessing and treating of patients, to facilitate complex discharges and improve clinical flow throughout the trust to improve access to acute services.

The post holder will assist and provide a proactive and efficient Complex Case Management Service for all adult patients across all ELHT hospital sites. They will use their specialist therapy skills to provide therapy assessment and case management in the integrated discharge service. They will provide education and advice to maintain a high standard of discharge planning processes. Ensure and promote the timely access to health and social care resources to enable the safe and effective discharge of patients from hospital.

The work will take place in a variety of settings including hospital sites, care homes and patient homes. This will include working in the community as a lone worker, in line with the organisational lone working policy. Working in partnership with other interdependent teams and services across the Health and Social Care Economy that is involved in the discharge planning of patients.

The post holder will need to be flexible and work across all sites of the trust, including the whole geographical area that East Lancashire Hospitals Trust serves within the community. The post holder may be required to work a pattern in line with extended service operating hours, over seven days a week to deliver the 'Discharge to Assess' model of care.

## **MAIN DUTIES**

- To provide pro-active and responsive support to the Divisional Therapy Lead.
- Work across all ELHT sites to meet the needs of an efficient Complex Case Management Service.
- Advise assist and navigate ELHT staff through the discharge planning process to plan and meet future care needs to facilitate a safe and timely discharge from hospital.
- To have the in-depth knowledge and skills to act as a resource for ward staff at all levels and other multi-disciplinary professionals ensuring there is a consistent and informed approach in relation to effective and timely discharge planning.
- To promote and maintain effective communication channels between all Health and Social Care departments/agencies in the acute and community settings.
- Proactively advise and support staff to initiate the early discharge planning of patients with vulnerable/complex needs ensuring appropriate assessments are completed in a timely manner to facilitate discharge.
- Maintain accurate records and participate in internal or Department of Health audits as required in relation to the discharge planning process.

- Ensure compliance with other related Trust Policies and Department of Health Legislation regarding the discharge planning processes.
- Screen referrals made to the Central Point of Referral in, signposting to alternative pathways as appropriate to meet identified needs.
- Carrying out home assessment with patients who have complex social problems eg. patient with chaotic lifestyles/rehousing/refurnishing/sorting out utilities etc – which can take up an extraordinary amount of time if a ward therapist or social worker were to deal with.
- Give both verbal and written feedback about the progress of a patient's assessment and treatment, this will include the typing of comprehensive documentation from visits and clinical input.
- Taking the patient home upon discharge to settle (e.g. in situations described above) or visiting post discharge to check the patient is able to manage – and to prevent re-admissions.
- Utilise mental health knowledge – able to carry out in depth cognitive assessments.
- To be able to carry out 'second opinion' assessments when there is a dispute between a health professions opinion and the patient or their family. For example a decision around home rather than bed base.
- To use social services IT systems in conjunction with the trusted assessment document and set up new packages of care for patients.

## **COMMUNICATION**

- Maintain cooperative professional working relationships.
- Liaise with Multi-disciplinary Team members to facilitate decision making regarding discharge planning.
- Promote and facilitate robust communication channels between all agencies and professionals in Health and Social Care settings.
- Maintain effective paper and electronic communication systems within Complex Case Management, work in partnership with other teams within ELHT Transfer of Care Service, managed by Head of Clinical Flow.
- Attend complex case conferences as required where there may be barriers to understanding to ensure sufficient information is available from staff, patients and relatives for informed decision making.
- Participate and contribute to Team Meetings, communicating suggestions to improve the service.
- Maintain confidentiality.
- The post holder will be expected to carry a work mobile phone when on duty.
- Where specific input has been provided at ward level to influence the discharge plan, a clear plan of action should be documented in the patient's case notes.
- Offer constructive ideas for service improvement and/or working practise to the Clinical Lead as appropriate.

- Ensure accurate and informed feedback is provided for effective decision making to initiate senior level action.

### **Leadership**

- To maintain and improve quality in all areas of work and practices in accordance with the organisational systems, standards, and guidelines.
- Ensure that all actions promote equality and diversity in accordance East Lancashire Hospitals Trust policies, ensuring all patients/clients and staff are treated as individuals, and with dignity and respect.
- Support and educate ward staff to make appropriate referrals into discharge services, monitoring the progress of patients along the discharge planning pathway.
- To be responsible for planning own workload efficiently to meet the needs of the service, reprioritising to meet changing demands.
- Create, develop and establish a working environment which promotes timely discharge planning.
- Demonstrate effective leadership skills and styles to support the Clinical Lead to manage change and the team workload effectively.
- To act as a professional role model at all times.
- The post holder is accountable for own professional actions.
- Delegate appropriate duties to unqualified junior members of the Team according to the remit of their role.
- Understand own role in the Team and the wider integrated care organisation.

### **Training and Development**

- Attend mandatory training in accordance with East Lancashire Hospitals Trust Policy and any other training that is required in order to satisfactorily undertake the duties and responsibilities of the role.
- Maintain own Continuous Professional Development.
- Contribute to the development and implementation of strategies to provide education and training to health care professionals working within the Trust.
- Support the Clinical Lead in the education of ward staff and students.
- Reflect and analyse own practice and suggest changes in order to develop the service/improve teamwork.
- Advise/educate staff as required to promote awareness of current discharge policy/legislation.
- To be involved in the education of students and other staff when shadowing the Complex Case Team.
- Participate in action planning and the implementation of objectives and action sets.
- To take responsibility for own personal development and education.
- Promote a positive learning environment.
- Act as a mentor for learners.

- Support and participate in the induction process of new members of the team.
- Positively support the continued development of working practices.

### **Confidentiality**

- Always maintain confidentiality and exercise discretion in the execution of duties.
- To be responsible for the maintenance and respect for patient and staff confidentiality.
- As an employee of the Trust, you will have a legal responsibility for all records and documents, including patient case notes, financial, personal and administrative, that you gather or handle as part of your role.
- To comply with the Data Protection Act, Freedom of Information Act and Caldicott recommendations.

### **ORGANISATIONAL RESPONSIBILITIES**

1. Implement organisational policies, procedures, standards and guidance.
2. Participate in team and service development and governance activity as required.
3. Assist with the induction of new staff.
4. Work towards achieving service and organisational objectives.
5. Able to deal sensitively with complaints following procedures, directing them to an appropriate person within the team, if required.

### **PROFESSIONAL RESPONSIBILITIES**

1. Comply with the relevant Code of Ethics and Professional Conduct, Health Professions Council Standards, and national and local policies and procedures, legislation, and guidance.
2. Aware of and fulfil your responsibilities under the Health and Safety at Work Act, and organisational policies and procedures relevant to health and safety.
3. Understand the need to act in the best interest of service users at all times.

4. Understand the need to respect, and so far as possible uphold the rights, dignity, values and autonomy of every service user.
5. Assess the capacity of the patient to gain valid informed consent for intervention and to work within the organisation's policy with patients who lack capacity.

## EFFORT FACTORS

- **PHYSICAL EFFORT**

### What physical effort is required for the job?

Type of Physical Effort	How Often	For How Long	What weight is involved	Any mechanical Aids
Walking to all clinical areas on any of the 5 hospital sites, sitting and standing in a busy office environment.	Regularly	Throughout shift	Minimal	
Handling several case notes which may need transporting on a trolley.	Regularly	30 minutes transporting and up to a full shift handling.	Some case notes have more than one volume and are bulky to handle	Medical record trolley

**Is the job holder expected to sit/stand in a restricted position?** Yes ☐  
No ☒

**How often?**      **Every shift** ☐      **Weekly** ☐      **Monthly** ☐      **Less often** ☐

**For how long?**    Less than 20 minutes ☐      More than 20 minutes ☐  
on each occasion                  on each occasion

- **MENTAL EFFORT**

**Are there any duties requiring particular concentration?**

<b>Types of Duties</b>	<b>How Often</b>	<b>For How Long</b>
Analysis and professional judgement of complex detailed information where there may be several interruptions and competing priorities/demands.	Often throughout shift	Throughout shift

**Are there any duties of an unpredictable nature?**

<b>Types of Duties</b>	<b>How Often</b>	<b>For How Long</b>
Unpredictable workload	Daily	Throughout shift

- **EMOTIONAL EFFORT**

**Does the job involve dealing with any distressing or emotional circumstances?**

<b>Type of Circumstance</b>	<b>Direct/Indirect Exposure</b>	<b>How Often</b>
Information may be of a sensitive nature including safeguarding issues.	both	unpredictable

- **WORKING CONDITIONS**

**Does the job involve exposure to unpleasant working conditions?**

<b>What Working conditions</b>	<b>How Often</b>
No	n/a

- **Employment Acts and Codes of Practice**

**All employees are required to comply with employment legislation and codes of good practice.**

- **Health and Safety**

**In accordance with the Health and Safety at Work Act 1974, and other supplementary legislation, all employees are required to take reasonable care to avoid injury during their work and co-operate with the Trust and others in meeting statutory requirements.**

- **Research and Development Projects**

**Whenever you decide to undertake a piece of research, either as a Principal Investigator or Local Researcher, or Assistant Researcher, you must comply with the principles of Clinical Governance and the Research Governance Framework.**

- **Development Review**

**Key performance objectives, development needs and compilation of a Personal Development Plan will be discussed and agreed at Annual Development Review meetings.**

- **Rules, Regulations, Standing Orders and Financial Instructions**

**All employees are required to comply with the rules, regulations, standing orders and financial instructions and policies of the Trust.**

- **Review**



This is not intended to be a comprehensive description of the duties of the post. Due to the Trusts commitment to continuous improvement, it is likely that the post will develop over time. These duties will be subject to regular review and any amendments to this job description will be made in consultation and agreement with the post holder.

- The Trust operates a No Smoking Policy and is an Equal Opportunities Employer

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#### ACCEPTANCE OF JOB DESCRIPTION

I confirm I accept the duties contained in the above job description.

NAME: .....  
(PRINT)

SIGNED: .....

DATE: .....

**PERSON SPECIFICATION**  
**IDS Therapy Complex Case Manager Band 6**

Attributes	Essential	Desirable	Assess by
Qualifications	<ul style="list-style-type: none"> <li>Registered Allied Health Professional on HPC register.</li> <li>Post registration study/relevant experience of working across professional development.</li> <li>IT Skills – experience of Microsoft Excel</li> <li>Evidence of study at Diploma level</li> <li>Experience of working across professional boundaries</li> </ul>		By Application form
Experience	<ul style="list-style-type: none"> <li>A minimum of 12 months post registration experience</li> <li>Proven ability to lead MDT/Case Conferences</li> <li>Knowledge of the NHS framework for CHC</li> <li>Problem solving skills.</li> <li>Experience of inter-agency working</li> <li>Ability to manage own workload.</li> <li>Demonstrable ability to lead a team.</li> <li>Experience of working with complex cases.</li> <li>Experience of working in complex case management team.</li> <li>Ability to manage a case to discharge.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of Intermediate Care pathways.</li> <li>Evidence of Degree level Study</li> <li>Recognised teaching qualification.</li> <li>Experience of working at Band 6 in an acute hospital setting.</li> </ul>	By Application form

Knowledge and Skills	<ul style="list-style-type: none"> <li>• Knowledge of the principles of Delayed Discharge Act (Community Care Act 2003) In-depth knowledge of discharge planning processes and pathways.</li> <li>• Ability to analyse complex information to inform decision making.</li> <li>• Excellent organisational skills</li> <li>• Proven ability to maintain confidentiality.</li> <li>• Ability to prioritise an unpredictable workload and work to time scales in a fast past environment</li> <li>• Excellent organisational skills.</li> <li>• Effective listening skills</li> <li>• Ability to question and provide constructive feedback of detailed information.</li> </ul>		Application form interview and reference
Personal Attributes	<ul style="list-style-type: none"> <li>• Enthusiasm to take on board new ideas, initiate change and implement.</li> <li>• Proven ability to work on own initiative without close supervision, whilst working as part of an integrated team</li> <li>• Confident at communicating with professionals at all levels/relatives/patients by telephone and face to face.</li> <li>• Confident decision maker</li> <li>• Proactive working practice</li> <li>• Excellent communicator</li> </ul>		Application form interview and reference

	<ul style="list-style-type: none"> <li>• Approachable manner</li> <li>• Ability to work in a team, being supportive of team members, understanding own role within the team and the Integrated Care organisation.</li> <li>• Assertive, committed and self-motivated individual who is able to motivate others.</li> <li>• Confident manner</li> <li>• Ability to manage conflict with appropriate resolution</li> </ul>		
Other	<ul style="list-style-type: none"> <li>• Demonstrate concern for personal hygiene.</li> <li>• The ability to be able to move around each hospital site to visit wards Demonstrate ability to evaluate/provide complex information and reports.</li> <li>• Approach to flexible working hours to meet the needs of the service.</li> <li>• Ability to influence working practices in relation to service development.</li> <li>• Access to own transport/car driver as post holder will be required to work across ELHT footprint.</li> <li>• Be accountable for own professional actions</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to work rostered hours to provide a seven-day service.</li> </ul>	Application form interview and reference

