

1. Job Details

Job title	Discharge Co - ordinator
Job grade	Band 3
Hours	Covering a 7 day service
Reports to	Delegated Lead Case Manager
Division	Corporate
Department/Area	Discharge, Flow and Capacity
Location	Sherwood Forest NHS Trust and or any other site associated with Discharge to Assess

2. Job Purpose

To support the planning and focus of patients with a predicted date of medically safe within 48 hours and screening this criterion of patients, identifying and supporting discharge

To develop close working relationships with all MDT members internal and external to the Trust to enable support and coordination of the discharge process.

To gain information from the daily board rounds where possible identifying patients with a predicted date of medically safe within 48 hours for Pathway 1 discharge providing comprehensive helpful discharge information service to the hub, from wards, patients, carers and family members.

Support the collation of patient information and make referrals as appropriate

To work with other agencies to identify and resolve causes of delays in discharge and to question ward teams to ensure robust discharge plans are in place and Nerve Centre is maintained.

To update nerve centre with a focus towards patients with a predicated date of medically safe within 48 hours, ensuring that all details are documented correctly and detail is included which will support discharge planning for the wards.

To ensure TTO's are up to date and are on time to facilitate a timely discharge for the patient and patient journey. Escalating to Divisional Bronze where discharge plans are out of time/ process.

Support the wards for morning discharge including transfer to discharge lounge

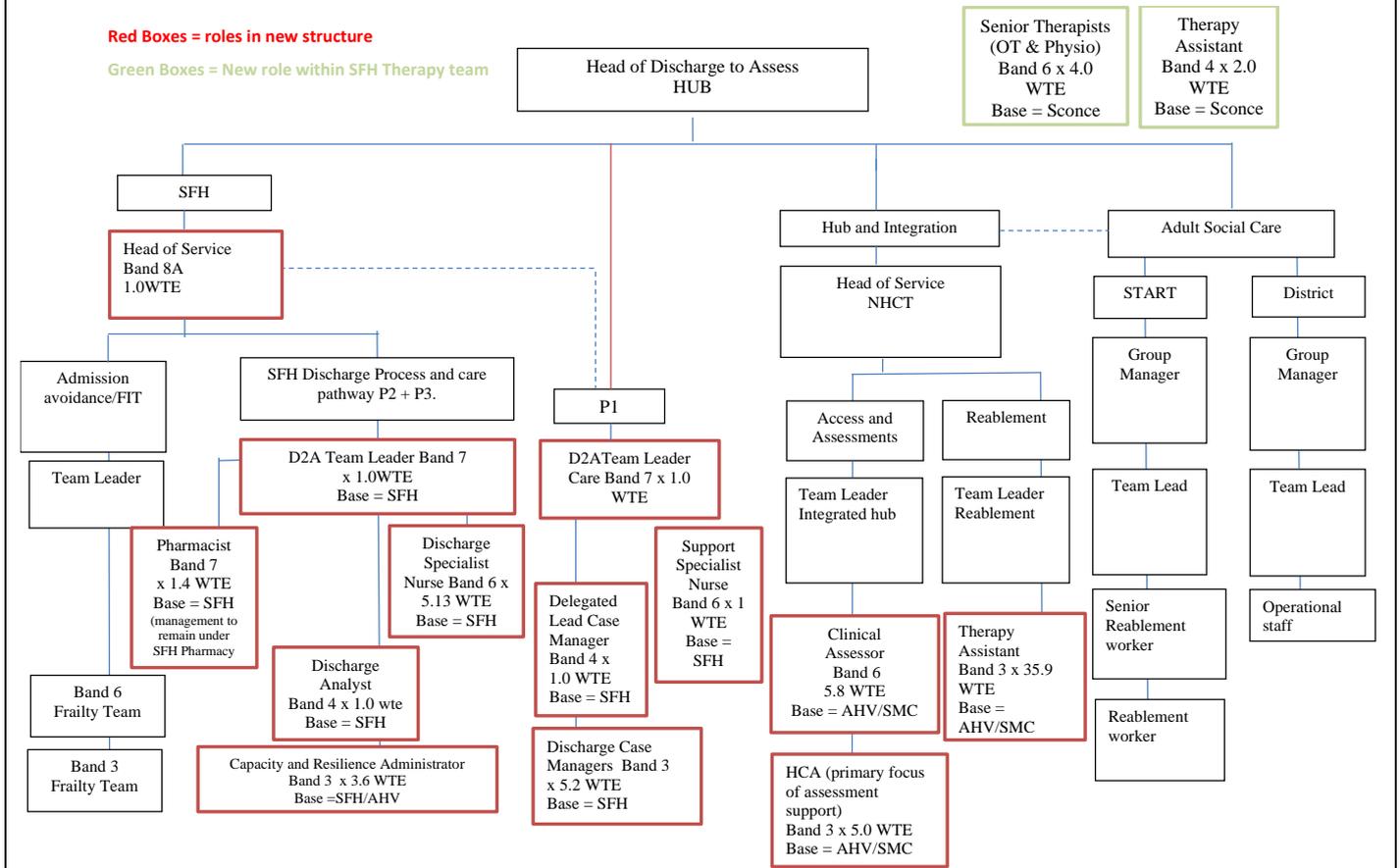
To book and support the booking of transport for patients who will be discharged. The booking should be made for a morning journey.

To work with therapy teams to ensure and check equipment orders via Red cross is in place and/or ordered where required.

3. Role of the Department

The service forms part of the wider corporate capacity, flow and resilience departments, directly reporting to the Chief Operating Officer, and primarily is focused on the safe discharge of patients. The discharge element of the service works closely with community colleagues on the Discharge to Assess model of care as well as supporting the management of patients with a long length of stay, patients requiring specialist discharge (End of life and fast track) and complex discharges. The service may overlap with other department functions for bed flow and virtual hospital.

4. Organisational Chart



5. Communication and Working Relationships

Internal and External

Discharge Team SFH
 Discharge to Assess Hub
 Medical Staff
 Ward and department staff
 Multi-Disciplinary Team Members (Social

Services, Occupational Therapy,
 Physiotherapy.
 Patients and Relatives
 Transport
 Pharmacy

Hospice
 Care homes
 NHCT

6. Key Result Areas

- To work alongside the MDT to focus on Pathway 1 discharge process
- To ensure TTO's are processed and ready for patient discharge.
- To support and complete transport booking for complex patients within 48 hours.
- To cover a seven day service including weekends and bank holidays where required to meet the needs of the service.
- To communicate with patients and relatives supporting them with discharge planning decisions in sensitive situations e.g., needing support at home, this will require tact diplomacy and skills. .
- To be aware of and adhere Trust wide Policies, procedures, regulations, legislations (including Equal Opportunities Policy/Code of Conduct) and National Legislation (Health and Safety/Data Protection).
- To maintain confidentiality of information acquired in the course of undertaking duties for the Trust.
- To be responsible for your own continuing self-development, undertaking training as required.
- To be responsible for their own health and safety at work.
- To gain information from daily board where possible and establish discharge plans with ward staff and highlight issues with discharge to the discharge hub
- Maintain data accuracy on Nerve Centre by recording all discharge information
- To make referrals as required to the D2A Hub via eToc
- Respond appropriately to accidents or untoward occurrences that arise within the Trust and provide relevant reports on such incidents if required. To be familiar and able to report using the DATIX system
- To access Orion and ICE to check latest COVID results for patients being discharged home.
- Work within the Predicted Date Medically Safe focusing upon 48 hours to prompt and question MDT of timeliness of discharge planning and that nerve centre is updated.
- Provide comprehensive discharge information to patients and carers liaising with other providers to ensure all P1 discharge requirements are in place for the patients discharge
- Provide accurate information to patients and carers in relation to resources and pathway available within the community
- To have comprehensive knowledge of the discharge pathways
- To have comprehensive knowledge of Nervecentre and other systems used for discharge on a daily basis and when updates occur
- To establish home circumstances and completion of Patient Collateral History Forms

General Statements

'The overriding purpose is to support the provision of the highest quality patient care through personal actions and continuous improvement.'

All employees have an individual responsibility to have knowledge of and employ the basic principles of infection control practice and to ensure adherence to the requirements of the Infection Control Manual.

All staff employed by the Trust are required to work in a safe manner, in accordance with current health and safety legislation and with the general principles laid down in the Trust's Health and Safety Policy.

You are required to comply with all of the Trust's policies and procedures. These are obtainable on the Trust's intranet site, where guidance is also contained.

Equality and Diversity is fundamental to all the hospital does, both in the way we

provide services to our community, patients and the way in which we manage our staff. All Trust employees are required to respect and adhere to the principles of equality and diversity treating patients and staff with dignity and respect as laid down in the Trust's Single Equality Scheme.

To undertake any other duties which may be reasonably regarded as within the nature of the duties, responsibilities and grade of the post as defined, subject to the proviso that appropriate training is given and that wherever possible significant changes of a permanent nature shall be mutually agreed and incorporated into the job description in specific terms and the post re-evaluated if the change is likely to result in a job evaluation score change.

All employees have an individual responsibility to ensure that all information recorded both manually and electronically achieves and maintains the highest possible data quality standards by adhering to the Trust's Data Quality Strategy and Policy. Poor quality information will put patient care and safety at risk, and will also impact the Trust's performance and finances.

7. Physical and Mental Skills

- **Standard** Keyboard skills are required

8. Responsibilities of the Post Holder

- The post holder will be expected to prioritise their own workload and be aware of own limitations.
- Able to work flexibly
- Be able to work independently where required and also as part of a wider team within the trust
- Have a good understanding of the Trust wide organisational needs and the Discharge Planning Process.

9. Freedom to Act

- The post holders will have the freedom to organise their own work schedule to sure effective delivery of the service working within agreed objective.

10. Physical, Mental and Emotional Effort Required

- Concentration required to interpret and input data accurately The post holder will be required to carry files, case notes etc
- The post holder will be exposed a labour intensive processes on all areas of the trust
- This post will at times have exposure to stressful and challenging situations with patients and families.
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11. Outline of Working Conditions

- To work independently and jointly where required within a community setting as well as within the trust.

Sherwood Forest Hospitals NHS Trust

Person Specification

Post of Discharge Co-ordinator.

Attribute	Essential	Desirable	How Identified
Knowledge Requirements		Experience in managing patient flow. Community resource experience NHS social care or similar background Care experience Previous experience of admission/discharge processes Computer skills Knowledge of Trust policies	Application form Interview References
Qualifications- Academic/ Craft/ Professional	NVQ level 2 or equivalent Good standard of general education including GCSE English or equivalent. Audit Knowledge	ECDL NVQ in Promoting independence or equivalent in Care NVQ in Health and Social Care	Application form Interview Certificates

Further Training	<p>Willing to undertake further training for personal development and for knowledge and skills development.</p> <p>Mandatory training</p>	<p>Understanding of the Delayed transfer of care act</p> <p>Understanding of the National framework for NHS continuing Health Care</p> <p>Knowledge of Medway</p>	<p>Application form</p> <p>Interview</p> <p>References</p>
Experience	<p>Ability to work as a member of a team, to cope with stress, to be self-motivated and to be structured regarding work schedules.</p> <p>Skills and confidence to represent to Trust on a multi agency basis.</p> <p>Good Communicator and adaptable and able to cope with change.</p> <p>Professional Manner, adaptability, flexibility and ability to multi task.</p> <p>Desire to achieve and sustain high standards.</p> <p>Patient and calm approach.</p>		<p>Interview</p> <p>References</p>
Contractual Requirements	<p>Able to work flexibly within the hours of the department to meet the demands of the service.</p>		<p>Interview</p>

Job Description Agreement

Job Holder's Signature Date

Line Manager's Signature Date