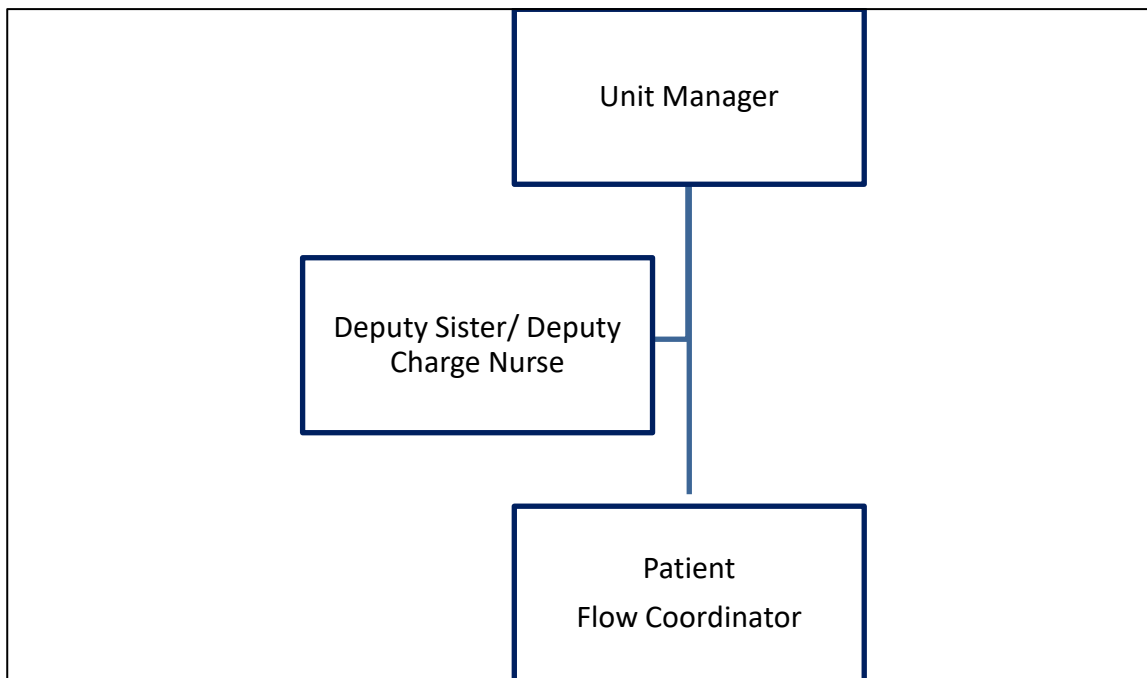




## JOB DESCRIPTION

<b>Job Title:</b>	Patient flow Coordinator
<b>Department:</b>	Maple Ward
<b>Division:</b>	General and Specialist Medicine (GSM)
<b>Band:</b>	Band 4
<b>Hours:</b>	37.5
<b>Responsible to:</b>	Maple Ward Matron
<b>Accountable to:</b>	Ward Manager, Deputy Sister, Deputy Charge Nurse
<b>Responsible for:</b>	Ward Manager
<b>Base:</b>	Main base St Peter's Hospital, with requirement to work across GSM Division if required
<b>Disclosure and Barring Service Required:</b>	Yes Enhanced
<b>Job Summary:</b>	<p>The postholder will</p> <ul style="list-style-type: none"> <li>• Work closely with and be responsible to the NIC of the unit to ensure safe effective patient flow is implemented through the unit.</li> <li>• Closely communicate and work with the CSNP Team the Flow Coordinator and NIC on Willow. Details of the post can be seen in the Job Description. This role involves telephone and electronic communication with a variety of member from the MDT, therefore excellent communication skills is vital.</li> </ul>
<b>Key working relationships</b>	<p>Internally the postholder will develop effective working relationships with:</p> <ul style="list-style-type: none"> <li>• The Nurse in Charge of the unit as well as all other members of the MDT both inside the unit and externally.</li> <li>• A close relationship with the CSNP Team and the wards is also vital to this role.</li> </ul>
<b>Key Result Areas:</b>	<ul style="list-style-type: none"> <li>• To have made an effective contribution to reaching the Trust's vision, strategic objectives and key work programmes.</li> </ul>
<b>Date of last review:</b>	17/01/2024

## 2. DEPARTMENT ORGNISATION STRUCTURE CHART



## 3. MAIN DUTIES AND RESPONSIBILITIES OF THE POST:

- Ensure there is an effective and up to date evidence portfolio for each patient, which meets the requirements for the process identified.
- Collate information and audit required to support the role and evidence is productivity.
- Ensure a high standard of data quality is maintained, supporting the team with audits, data validation and research projects as required. Using Trust IT Systems and specialty databases to ensure that relevant and accurate information is recorded.
- Coordination of the assessment and discharge process and where necessary write required information in the notes.
- To keep accurate and up to date confidential records within appropriate Information Governance procedures and guidelines.
- To report to the Nurse in Charge of the shift and update on a regular basis.

### Service Improvement

- Provide formal and informal teaching sessions regarding the role and the different discharge processes.

- Update, maintain, organise, gather and analyse information to predict/ meet future organisational and team needs by identifying best professional practice.

### **Communications and Engagement**

- To effectively communicate verbally with patients, carers and colleagues using tact and persuasive skills. This may involve using skills where patients have difficulties in communication and where sensitive information is being discussed.
- Communicate effectively with the Clinical Site Nurse Practitioner Team
- Co-ordinating patient transfers to ward areas
- Aid the nursing staff in completing the checklists and Fast track paper work with appropriate supporting evidence, training both new and junior staff.
- Help to educate nursing staff in how to fill in these documents and what supporting information is needed
- Communicate the processes of Checklist, DST , fast track to patients and relatives and support them through the discharge process
- To work closely with the Discharge Co-ordinators and Capacity Managers in ensuring that timely referrals are made (i.e. therapies and social services) and any delays are followed up.
- Coordinate and ensure that patient's documentation is up-to-date following outcomes of assessments which pertain to the patients discharge including the completion of the discharge care-plan
- Liaise with and work as an integral member of the multi-disciplinary team and care management services.
- To help identify critical delays in the diagnostic, treatment and care processes and escalate to the appropriate personnel to resolve these.
- Liaise with specialist nursing service and other specialist services as appropriate with guidance and instruction from the clinical teams.
- Finalise the transfer/discharge arrangements (am wherever possible) 48 hours before discharge and confirm with the patient and carer/family.
- On day of transfer/discharge ensure that patient's condition remains as expected and confirm follow-up arrangements.
- To promote and ensure that on the day of discharge all patients are transferred to the discharge lounge
- To ensure discharge medication is written and obtained at least 24hrs in advance of the expected discharge date
- To confirm transport arrangements in advance of the date of discharge ensuring hospital transport is provided for medical reasons only

- **Update, maintain, organise, gather and analyse information to predict/ meet future organisational and team needs by identifying best professional practice.**
- **To support the department and organisation by carrying out any other duties that reasonably fit within the broad scope of a job of this grade and type of work.**

## PERSON SPECIFICATION

### POST TITLE:

Factors	Essential	Desirable
<b>Attitude, Behaviour and Values</b>	<ul style="list-style-type: none"> <li>Always puts patients first</li> <li>Customer service focus</li> <li>Willing and able to take personal responsibility</li> <li>Demonstrates passion for excellence</li> <li>Seeks out and takes opportunities for improving the service offered</li> <li>Takes pride in their work and their team</li> <li>Flexible in their attitudes and behaviours to support team working and delivery of objectives</li> <li>Respects, values and cares for others</li> <li>Supports learning and development of self and others</li> <li>Supports and promotes equality and diversity</li> </ul>	
<b>Qualifications and Further Training</b>	<ul style="list-style-type: none"> <li>Educated to A Level or NVQ Level 4 standard or equivalent knowledge gained through training and experience.</li> </ul>	
<b>Experience</b>	<ul style="list-style-type: none"> <li>Experience within Acute and/or community settings</li> <li>Experience of working as part of a team</li> <li>Computer Skills, Preferably knowledge of the systems used in the trust.</li> <li>Telephone skills</li> </ul>	<ul style="list-style-type: none"> <li>Audit experience</li> <li>Working experience and knowledge of completing Decision Support Tools</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>NHS Constitution</li> <li>Trust vision, values and strategic objectives</li> <li>IT literate</li> <li>Knowledge of the types of funding available for patients entering residential or nursing care</li> <li>Ability to function at the interface of primary and secondary care</li> <li>Multidisciplinary working</li> <li>Knowledge of health and wellbeing issues and services</li> <li>Awareness of patient care within the wider context of the NHS</li> </ul>	<ul style="list-style-type: none"> <li>Comprehensive knowledge of issues related to discharge planning</li> <li>Clinical knowledge base in order to complete accurate reports and challenge decision making</li> </ul>
<b>Skills</b>	<p>Must be able to demonstrate, in relation to patients, visitors, colleagues and other individuals connected with the Trust and NHS:</p> <ul style="list-style-type: none"> <li>You have knowledge &amp; awareness of diversity and human rights as appropriate to your role</li> <li>You are able to communicate effectively to ensure high standards of care, treatment, service or support as appropriate to your role,</li> <li>Be able to understand an individual's communication, physical &amp; emotional needs; recognise their needs and preferences</li> <li>Able to provide a customer focussed service</li> <li>Excellent telephone manner</li> <li>Able to provide a customer focussed service</li> </ul>	<ul style="list-style-type: none"> <li>Conflict Management Skills</li> <li>Influencing Skills</li> </ul>

<b>Other requirements</b>	<ul style="list-style-type: none"> <li>• Able to demonstrate that you are honest, reliable and trustworthy</li> <li>• Treat patients, visitors, colleagues with respect</li> <li>• Ability to travel between Trust sites</li> <li>• Ability to be flexible to meet the needs of the team, the service and the Trust</li> </ul>	
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# Values and Behaviours

Ashford and St. Peter's Hospitals **NHS**

NHS Foundation Trust

## Patients First

	Exemplary 4= acts as a role model	Essential 3 = always demonstrates 2 = sometimes demonstrates	Unacceptable 1= does not demonstrate
<b>Care</b>	Always finding ways to make a difference for the benefit of others	Ensuring that basic needs are always met	Ignoring patients who need help – the standard you walk past is the standard you accept
<b>Compassion</b>	Making everyone feel special – knowing your patients well and treating them as individuals	Putting yourself in others' shoes – you could be the only word of kindness that person receives all day	Not being aware of others' needs or feelings
<b>Communication</b>	Adjusting your communication style to fit the person or the purpose	Introducing yourself, listening, explaining clearly what is happening and making sure that you have been understood	Making little effort to explain situations, creating anxiety and confusion
<b>Humility</b>	Using what our patients and others tell us to make our care the best it can be	Apologising and being open when things have gone wrong	Arrogance – assuming we have all the answers and not listening to our patients

## Passion for Excellence

	Exemplary 4=acts as a role model	Essential 3 = always demonstrates 2 = sometimes demonstrates	Unacceptable 1= does not demonstrate
<b>Positivity</b>	Sharing good news and positive stories, seeing and inspiring the best in others	Striving to be the best you can	Spreading negativity, or having a "can't do" attitude
<b>Insight</b>	Stopping, looking and listening – being mindful of your environment	Having an in depth understanding of your day to day practices and the impact they have on others	Not being aware of impact on others
<b>Initiative</b>	Finding and seizing opportunities to go the extra mile without being asked	Taking a proactive approach, and prioritising	Being passive and demonstrating a lack of attention to detail
<b>Innovation</b>	Being bold, ambitious and creative and challenging the norm	Seeking out new ideas and finding ways to put them into practice	Accepting average standards or refusing to move from the status quo



Developed by staff through the Trust Wall and through conversation in Autumn 2013

## Personal Responsibility

	Exemplary 4= acts as a role model	Essential 3 = always demonstrates 2 = sometimes demonstrates	Unacceptable 1 = does not demonstrate
<b>Commitment</b>	Equipping yourself with the skills, knowledge and wellbeing required to deliver your best	Performing your duties to the best of your ability and always being punctual and prepared	Taking little interest in doing a good job
<b>Self-awareness</b>	Leading by example and taking responsibility for your actions	Treating people as you would like to be treated, remembering that the little things often make the biggest difference	Looking for excuses or undermining others
<b>Open-mindedness</b>	Being objective and providing, seeking and valuing regular constructive feedback	Continuously listening, learning and improving	Showing little interest in improvement or being dismissive of others' ideas or feedback
<b>Courage</b>	Not being afraid to challenge poor behaviour and inspiring courage in others	Believing in yourself and your contribution, and having the confidence to speak up and speak the truth	Not being willing to trust others, or avoiding difficult issues

## Pride in our Team

	Exemplary 4=acts as a role model	Essential 3 = always demonstrates 2 = sometimes demonstrates	Unacceptable 1= does not demonstrate
<b>Constructiveness</b>	Supporting, inspiring, mentoring, coaching, celebrating, championing and motivating	Treating one another with dignity, intelligence and respect	Shouting, taking an aggressive tone, or finger-pointing
<b>Selflessness</b>	Taking on tasks, beyond expectation, to achieve team or organisational goals	In your work, prioritising the needs of your patients, teams and organisation ahead of your own	Showing evident self-interest to the detriment of the team or organisation, or lack of flexibility
<b>Collaboration</b>	Helping others to see that they can achieve more together than can be achieved alone	Building positive relationships based on listening and sharing information, knowledge, skills, as well as workload, to further team and organisational goals	Refusing to work with others effectively – withholding information, or failing to listen to or acknowledge others' views
<b>Integrity</b>	Always being open and honest, setting realistic expectations, and consistently demonstrating your values	Being honest and delivering what you promise or making others aware if you are unable to deliver	Being dishonest or biased, or actions not matching words





## VALUES BASED BEHAVIOURS

The Values Based Behaviours above describe the standards of behaviour the Trust supports and expects from all staff, and these are used to assess and develop staff through all aspects of their career with the Trust, from recruitment, through induction, appraisal and development.

### WORKING FOR THE TRUST GENERAL RESPONSIBILITIES FOR ALL STAFF IN THE TRUST

ALL TRUST EMPLOYMENT POLICIES CAN BE ACCESSED EXTERNALLY THROUGH THE TRUST WEBSITE AT: <http://www.ashfordstpeters.org.uk/employment>. ALL OTHER TRUST POLICIES CAN BE ACCESSED EXTERNALLY VIA: <http://www.ashfordstpeters.org.uk/organisational>

### COMMUNICATION AND CONFIDENTIALITY (INFORMATION GOVERNANCE)

You must communicate clearly by actively listening and responding to what people are saying:

- a) check information from other people and check its accuracy
- b) establish any help people require and act on this appropriately
- c) ensure confidentiality at all times

Employees of the Trust must not without prior permission disclose any information regarding patients or staff obtained during the course of employment except to authorised bodies or individuals acting in an official capacity. The Data Protection Act may render an individual liable for prosecution in the event of unauthorised disclosure of information. See Confidentiality Policy <http://trustnet/documents/menu113.htm> and Information Governance Policy <http://trustnet/documents/menu1107.htm>

All employees must be aware of their responsibilities under the Freedom of Information Act 2000. See Trust Freedom of Information Policy at [http://www.ashfordstpeters.org.uk/attachments/799\\_Freedom%20of%20Information%20Policy.pdf](http://www.ashfordstpeters.org.uk/attachments/799_Freedom%20of%20Information%20Policy.pdf)

Employees who use a computer, must abide by the terms of the Trust's Information and Technology Policies at: <http://trustnet/documents/menu11.htm>

### DEVELOPMENT, MODERNISATION AND CHANGE

The Department of Health, the Trust, and Directorate/Departments have targets to achieve in respect of service delivery and improving and progressing patient care. We ask that you are aware of these targets and contribute and work to achieve them.

All staff are to be familiar with the Trust's policies and procedures, which are available on the Trust Intranet <http://trustnet/documents/menu.html> or externally via <http://www.ashfordstpeters.org.uk/organisational>

This job description is an outline of the role and responsibilities. From time to time due to the needs of the service, we may ask you to undertake other duties that are consistent with your role /

band. Details and emphasis of your role may change but this would be in consultation with you and in line with the needs of your work area.

## **INCLUSION DIVERSITY AND RIGHTS**

All staff have a duty promote people's equality, diversity and rights, and treat others with respect and dignity and to:

- Eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by the Equality Act 2010;
- Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it
- Foster good relations between persons who share a relevant protected characteristics and persons who do not share

The Trust is unreservedly opposed to any form of discrimination being practiced against its employees whether on the grounds of age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership and pregnancy and maternity.

The Trust Annual Equality and Diversity report and information is available on the Trust Intranet site:

<http://www.asph.nhs.uk/annual-equality-and-diversity-report>

## **MONITORING AND MAINTAINING GOOD HEALTH AND SAFETY**

The safety of patients, staff and visitors is paramount. All staff have a duty to recognise safety as a fundamental element of their role and to comply with Trust policies, procedures, protocols and guidelines related to safety and well- being.

Under the Health and Safety at Work Act 1974, all employees have a duty:

- a) to take reasonable care of ourselves and others at work
- b) to co-operate in meeting the requirements of the law
- c) not intentionally or recklessly interfere with or misuse anything provided in the interests of health safety or welfare

You are required to familiarise yourself with the details of the Trust's Health and Safety Policies posted on the Intranet at <http://trustnet/documents/menu3.htm> .A department policy which will cover your usual place of work is available through your head of department. There are a number of health and safety training sessions which will be mandatory for you to attend depending on your type of work.

## **MANDATORY TRAINING**

All staff have a responsibility to ensure that they are up to date on essential knowledge and skills related to their sphere of work. Some areas of training are common to all staff, such as Health & Safety, Safeguarding and Information Governance. Staff must ensure that they attend Mandatory Training sessions as required.

## NHS CONSTITUTION

The NHS commits:

- To provide all staff with clear roles and responsibilities and rewarding jobs for teams and individuals that make a difference to patients, their families and carers and communities.
- To provide all staff with personal development, access to appropriate training for their jobs and line management support to succeed.
- To provide support and opportunities for staff to maintain their health, well-being and safety.
- To engage staff in decisions that affect them and the services they provide, individually, through representative organisations and through local partnership working arrangements. All staff will be empowered to put forward ways to deliver better and safer services for patients and their families.

**Staff responsibilities:**

- **You have a duty** to accept professional accountability and maintain the standards of professional practice as set by the appropriate regulatory body applicable to your profession or role.
- **You have a duty** to take reasonable care of health and safety at work for you, your team and others, and to co-operate with employers to ensure compliance with health and safety requirements.
- **You have a duty** to act in accordance with the express and implied terms of your contract of employment.
- **You have a duty** not to discriminate against patients or staff and to adhere to equal opportunities and equality and human rights legislation.
- **You have a duty** to protect the confidentiality of personal information that you hold unless to do so would put anyone at risk of significant harm.
- **You have a duty** to be honest and truthful in applying for a job and in carrying out that job.

Details at: <http://www.dh.gov.uk/en/Healthcare/NHSConstitution>

## QUALITY AND RISK MANAGEMENT

The Trust, as a public organisation is committed to acting with honesty, with integrity and in an open way. We are working together to achieve the highest levels of compliance with risk management via the NHS Litigation Authority (NHS LA) and Clinical Negligence Scheme for Trusts (CNST) for

maternity services. You are expected to become familiar with these standards as they relate to your work and further details are available from your manager.

You must ensure your actions help to maintain quality and reduce risk. This involves accepting individual responsibility for meeting required standards, and for following quality and safety processes and procedures. These include national requirements set out by the Healthcare Commission, Trust policies, the Trust's Standards for Practice and Care, local Codes of Practice and local service or departmental standards.  
(<http://trustnet/documents/Standards%20for%20Practice%20and%20Care.doc>)

It is expected that you understand and comply with current emergency resuscitation techniques (where appropriate), infection control procedures, and fire regulation procedures.

- Risk & health & safety policies are available at <http://trustnet/documents/menu3.htm>;
- Patient care policies are available at <http://trustnet/documentss/menu8.htm>;
- Fire policy is available at <http://trustnet.asph.nhs.uk/documents/document306.htm>;
- Control of infection policies is available at <http://trustnet/documents/menu7.htm>.
- All other relevant policies can be found at <http://trustnet/documents/menu.html>

## WHISTLE-BLOWING (FREEDOM TO SPEAK UP)

All employees working in the NHS have a contractual right, and a responsibility, to raise genuine concerns they have with their employer about malpractice, patient safety, financial impropriety or any other serious risks they consider to be in the public interest. Details of when and how concerns may properly be raised within or outside the Trust are available in the Trust's Whistle-blowing Policy which you can access on the intranet at:  
[http://www.ashfordstpeters.org.uk/attachments/1276\\_Whistle%20Blowing%20Policy.pdf](http://www.ashfordstpeters.org.uk/attachments/1276_Whistle%20Blowing%20Policy.pdf)

The Trust's policy on whistle-blowing enables everyone to raise any concerns they have about any malpractice at an early stage and in the right way.

The Trust welcomes your genuine concerns and is committed to dealing responsibly, openly and professionally with them. It is only with the help of our staff that the Trust can deliver a safe service and protect the interests of patients and staff. If you are worried, we would rather you raised the matter when it is just a concern, rather than wait for proof.

We hope that you will be able to raise concerns with your manager or Head of Service. However, we recognise that this may be difficult at times and the policy enables you to raise a matter directly with the Trust Freedom to Speak Up Guardian and the designated Non-Executive Director. But you can approach any member of the Trust Board.

Your concerns will be taken seriously and investigated. We also give you a guarantee that if you raise concerns responsibly, we will endeavour to protect you against victimisation.

Further information is available on the Trust Intranet at: <http://trustnet/departments/speakup/>

## REQUIREMENT FOR FLEXIBILITY IN AN EMERGENCY SITUATION

In the event that the Trust is affected by an emergency situation (including but not limited to a flu pandemic or a pandemic of any other disease or illness), whether relating to its staff and/or patients, you agree that the Trust may require you to:

- (a) Carry out additional and/or alternative duties to those contained in your job description; and/or
- (b) Without prejudice to the other terms of your employment, perform duties (including any additional and/or alternative duties as mentioned above) at any other location where NHS services are provided

## SAFEGUARDING

All Trust employees have a responsibility to take appropriate action if they believe that a child or vulnerable adult is in need of services or in need of protection and they must be committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. Everyone is responsible for accessing the relevant level of training and following the Trust's local and SSCB's Child Protection and Safeguarding procedures.

Information on Child Protection is available at:

[http://www.ashfordstpeters.org.uk/attachments/1247\\_Child%20Protection%20Safeguarding%20Policy.pdf](http://www.ashfordstpeters.org.uk/attachments/1247_Child%20Protection%20Safeguarding%20Policy.pdf)  
and

<http://trustnet/docsdata/paed/index20.htm>

Information on the Abuse or Suspected Abuse of Vulnerable Adults is at:

[http://www.ashfordstpeters.org.uk/attachments/723\\_Abuse%20or%20suspected%20abuse%20of%20vulnerable%20adults.pdf](http://www.ashfordstpeters.org.uk/attachments/723_Abuse%20or%20suspected%20abuse%20of%20vulnerable%20adults.pdf)

The Trust complies with the requirements of the Disclosure and Barring Service (DBS) and the requirement to report safeguarding issues to the Disclosure and Barring Service. All staff required to have a DBS disclosure for their post will undergo a recheck every three years. Employees must cooperate with the renewal process and submit their DBS applications promptly when requested.

**October 2018**

