

JOB DESCRIPTION

Oxford Health NHS FT

Job Title: Discharge Planning (Co-ordinator) Support Worker
Band: 3
Responsible to: Patient Flow Leads
Accountable to: Community Hospitals AHP Lead

Place of work: Community Hospitals, Oxfordshire
Hours: Full time, 22.5 hours

Author: Katrina Baldry & Amy Richards
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JOB PURPOSE

Oxford Health is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.

To work as a member of the multidisciplinary team to support the discharge process.

To assist in the process of assessing and making appropriate and timely discharge plans for patients

To effectively communicate information to patients, relatives, carers and all members of the multidisciplinary team.

To involve patients and carers from the day of admission with their discharge planning

To document clear and accurate information of discharge plans in the patient electronic health record, and on team oversight tool and on referral paperwork shared with other services.

To collect and collate relevant performance information and input it into the IT systems in use by the service.

DUTIES AND RESPONSIBILITIES

Communication

- To participate in multidisciplinary team meetings and actively contribute to the planning and implementation of patient discharges.
- To liaise daily with the MDT and ensuring that identified daily actions regarding discharge plans are proactively managed.
- Effectively communicate information to patients, relatives, carers and all members of the multidisciplinary team. Accurately document actions taken to progress discharge and report back to multi- disciplinary team the information shared with patients and their relatives.
- Effectively communicate the discharge plan following each MDT meeting to patients and relatives/carers where appropriate.
- To ensure appropriate liaison and follow up at community level prior, during and after discharge in collaboration with families' carers and the MDT.
- To liaise verbally with care providers on a regular basis to discuss relevant patient information.
- To complete good written referrals system wide relevant to patient care needs.
- To respond to email, telephone enquiries and written enquiries using a high level of initiative and responding in a confidential and sensitive way and action in the appropriate way.
- To maintain accurate records on IT systems used by the service for oversight of all community hospital in-patients. Preparing papers/feedback and minute meetings where necessary. This includes providing administrative support as required.
- Be aware of own limitations with the ability to escalate appropriately.

Planning and Organisation Skills

- To manage own day to day work tasks and prioritise with reference to MDT demands
- To work flexibly under pressure and be able to adjust to constant changing demands on the service.
- Evaluate discharge plans regularly and work with the MDT to adapt and alter plans as the patient condition changes.
- Prepare reporting and attending meetings as required

- To work flexibly to ensure the requirements of the service contract are met, including working across sites as required.
- To provide 7 days a week cover where identified.

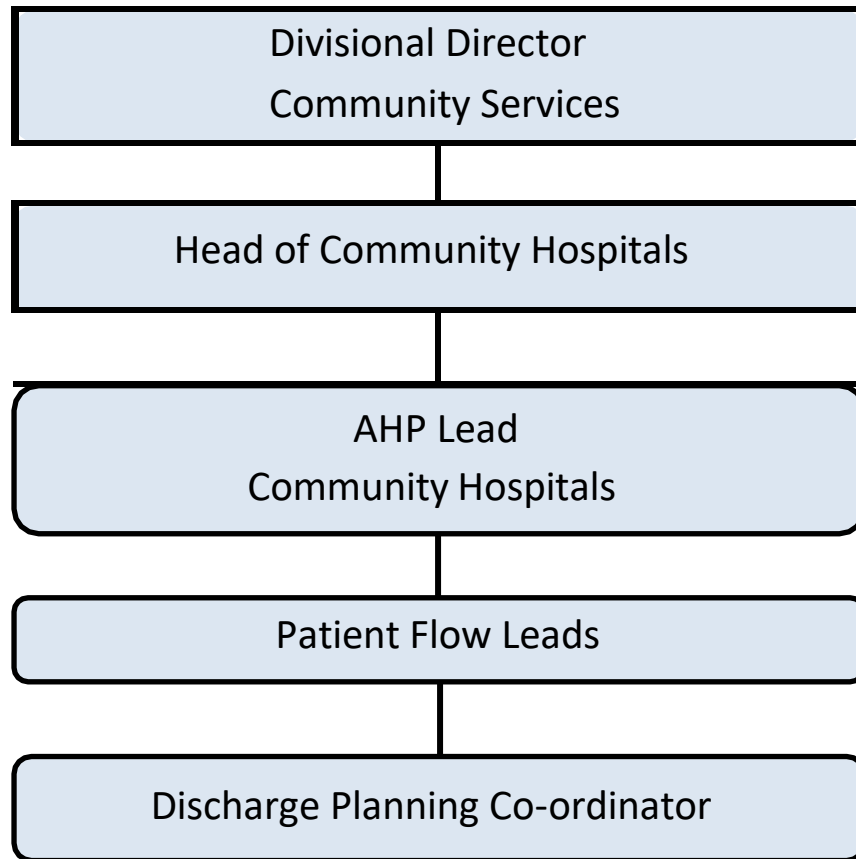
Service and Personal Development

- To educate others informally about Discharge Planning.
- General support for less experienced staff, including demonstrating duties to new starters and informally educating others about the function of the Discharge Planning (Co-ordinator) Support Worker role.
- To help collect data for surveys, audits and clinical research activities, underpinned by appropriate methodology and documentation
- To be aware of and promote cross-site links.
- Suggest and make recommendations for improvements to existing processes.
- To take responsibility for own professional development ensuring professional standards are maintained and statutory and mandatory training is in date.
- To actively participate in an annual performance review (appraisal) and the development and implementation of a personal development plan.
- Identify training needs and facilitate learning of self and others.
- To attend any training as requested.
- To participate actively in sharing and receiving in-service training and development to ensure continuous professional development, as appropriate to grade and experience.

Information Management

- To ensure that high standards of data quality are maintained.
- To be competent using the current electronic patient record system for completing discharge documents electronically.
- To be competent using Microsoft suite programs including teams, excel and word to update service tools utilised to maintain patient flow.
- Be responsible for accurately recording and updating patient information on the relevant electronic patient record and service databases in accordance with local policies and procedures.
- To be able to use the Trust intranet and email for communications across the sites, and to use the IT system for sharing/using information.
- To competently collate data from the IT system and create an accurate report and/or spreadsheet as required.
- To be aware of the safeguarding reporting process and when to raise concerns.

ORGANISATIONAL STRUCTURE CHART



CODE OF CONDUCT

This job description is intended as a basic guide to the scope and responsibilities of the post and is not exhaustive. It will be subject to regular review and amendment as necessary in consultation with the post holder.

In addition to undertaking the duties as outlined above, the post-holder will be expected to fully adhere to the following:

Personal Development

- To actively participate in an annual performance review (appraisal) and the development and implementation of a personal development plan.
- To take responsibility for their own professional development ensuring professional standards are maintained and statutory and mandatory training is in date.
- To attend any training as requested.

Code of Conduct

- To adhere to the Professional Code of Conduct relating to your profession (if applicable).
- To adhere to the Professional conduct in the workplace and with all communication on behalf of Oxford Health.
- To support the organisation in developing an effective work/life balance for employees that meets the needs of the organisation.
- To ensure that the health and wellbeing of patients is at the centre of all activities and that all staff engage and communicate with patients as appropriate.
- To always promote quality and safety of patients, visitors and staff thus enabling the Trust to meet its regulation requirements (Care Quality Commission Registration – Regulations and Outcomes) that relate most directly to patients and also strive for continuous quality improvement.

Equal Opportunities/Diversity

- To observe Oxford Health NHS Foundation Trust's Equal Opportunities Policy providing equality of treatment and opportunity to employees, service users and service providers irrespective of sex, sexuality, age, marital status, ethnic origin or disability.

Health & Safety

- To take responsibility for the health & safety of themselves and other persons who may be affected by their omissions or actions at work.
- To promote the Trust's Health and Safety Policy and ensure matters are managed in accordance with it.
- To co-operate with the Trust to ensure that statutory and departmental regulations are adhered to.
- Report accidents, incidents and near misses, implementing corrective action where necessary.

Infection Control

- To comply with Trust policies for infection control and hand hygiene such as hand hygiene, decontamination Policy, uniform and workwear code and standard precautions Policy to reduce the spread of healthcare-associated infections (HCAIs).

- Employees with clinical responsibilities must incorporate into their clinical activities up to date evidence that supports safe infection control practices and procedures, such as the use of aseptic techniques and the safe disposal of sharps (if applicable).

Confidentiality and Data Security

- To comply fully with the duties and responsibilities outlined in the Trust's Information Governance Policy.
- To comply with the Data Protection Act 1998, NHS Confidentiality guidelines (eg. Caldicott, GMC) and any code of practice on Confidentiality and Data Protection as accepted by the Trust. Departmental codes of practice and procedures for confidentiality are available from the head of department.
- To ensure that all information collected, stored and used is done so in compliance with the above Act and any relevant Trust Policy.
- To preserve the confidentiality of any information regarding patients, staff records in your area (in connection with their employment) and the Trust business. This obligation shall continue in perpetuity.
- To raise any matters of concern with your Manager/Director

Safeguarding

- To recognise that promoting the welfare and safeguarding children, young people and adults is everyone's business and access training and supervision as appropriate to the role.
- To support the organisation in ensuring service users are protected from abuse or the risk of abuse and their human rights are respected and upheld.
- To ensure concerns are responded to appropriately in line with the Trust's Safeguarding Adults Policy and the Child Protection Policy and interagency safeguarding procedures.
- To comply with recruitment and other checks as requested by the organisation including undertaking an Enhanced Disclosure via the Criminal Records Bureau.

Other

- To be aware of and work in line with all Trust policies and procedures.
- To carry out any other tasks as reasonably directed.

This job description is not intended to be exhaustive. The post holder will therefore be expected to adopt a flexible attitude towards these duties, which may have to be varied subject to the needs and development of the service and in keeping with the general profile of the post.

PERSON SPECIFICATION

Band: 3 – Discharge Planning (Co-ordinator) Support Worker		
Criteria for Selection	Essential Requirements	Desirable Requirements
Knowledge and Experience	<p>Experience of working in a Health Care setting.</p> <p>Able to use a computer, with experience of using Office computer programs including Excel, Teams, Word and Outlook</p> <p>Ability to liaise with all professionals and levels in a confident and effective manner</p> <p>Ability to deal with the public in a polite and effective manner</p> <p>Ability to manage and prioritise own workload</p> <p>Ability to produce good quality correspondence and reports</p> <p>Ability to minute meetings</p> <p>Organisational skills/managing diary appointments and tracking information</p>	<p>Working knowledge of NHS email systems and EMIS</p> <p>Experience of working clinically in a health care setting</p> <p>Proven experience in discharge planning in a Health Care setting</p> <p>Knowledge of information analysis</p> <p>Desire to attend courses relating to role as appropriate</p> <p>Practical knowledge/ experience of the discharge process</p>
Qualifications – Academic/Skills/Professional	<p>Higher Education qualification (i.e. 'A' Level/NVQ III standard) or equivalent/previous experience in a Health Care role.</p> <p>IT Skills to RSA3/NVQ Level 3, or equivalent experience</p> <p>English to GCSE or equivalent</p> <p>Good numerical skills</p> <p>Excellent verbal and written English skills</p>	<p>Advanced ECDL or equivalent IT knowledge</p> <p>Full UK Driving Licence with access to a car</p>

Further Training or Job Related Aptitude and Skills	<p>Ability to work to deadlines and prioritise a heavy workload, always ensuring attention to detail</p> <p>Able to take initiative and work independently with minimal supervision</p> <p>Ability to work effectively under pressure/with distractions</p> <p>Aware of own limitations</p> <p>Understanding of the need for confidentiality</p> <p>Patient focused approach</p> <p>Flexible approach to ensure needs of service are met</p> <p>Adhering to Caring Safe and Excellent Oxford Health NHS Trust values</p>	<p>Working knowledge of the internet</p> <p>Working knowledge of EMIS</p>
Personal Qualities	<p>Able to communicate with staff across all levels of the organisation and partner services within the whole system</p> <p>Able to communicate effectively with patients and their families/carers</p> <p>Able to work effectively within a team environment</p> <p>Excellent telephone manner</p> <p>Professional approach</p> <p>Positive Attitude</p>	
Contractual Requirements or other requirements	<p>Ability to travel between sites and to meetings within the county</p> <p>Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults.</p>	

