

## JOB DESCRIPTION AND PERSON SPECIFICATION

### JOB DETAILS

**JOB TITLE:** Discharge and Flow Co-Ordinator

**BAND:** 6

**LOCATION:** BCH

**DEPARTMENT:** Discharge and Complexity Service

**HOURS OF WORK:** 37.5hrs (may include occasional weekends dependent of service demands)

**ON CALL/OUT OF HOURS:** NO

**ACCOUNTABLE TO:** Lead Nurse for Discharge and Complexity

**RESPONSIBLE TO:** Sister for Discharge and Complexity

**DIRECTORATE:** UCC

We know that organisation's which have strong values and behaviors do well and that employees are engaged, happy and motivated in their work. We've worked closely with staff to develop and embed our values and we will continue to ensure that they underpin the way we care for our patients and each other.

#### Our mission:

To provide outstanding care and treatment, to share and spread new knowledge and practice, and to always be at the forefront of what is possible.

#### Our vision:

To be a world-leading team providing world-leading care.

#### Our goal:

To be the best place to work and be cared for, where research and innovation thrive, creating a global impact.

#### Our values:

- Ambitious
- Brave
- Compassionate

## JOB PURPOSE

- Provide supervision, training, and expert clinical teaching with specific reference to junior staff to ensure high quality care.
- Staff and students will be supported, supervised, and developed to meet service and educational needs.
- To facilitate a safe, smooth, and timely discharge.
- To enable effective discharge planning.
- Family centred care is promoted by working in partnership with the child and family.
- Staff and resources are utilised effectively, in order to ensure the safe delivery of care, to meet service needs and optimise staff development.
- To influence and contribute to hospital flow.
- Ensure children, young people and families receive a positive patient experience.
- Support families in times of challenge and stress.
- Patient and family facing role.

## JOB INFORMATION

- This post is based within the Discharge and Complexity Service at Birmingham Children's Hospital.
- The post is to aid and support a safe and timely discharge or transition from Birmingham Children's Hospital NHS Foundation Trust.
- The post will join the existing team members in both the CMiC and Rare Disease Service.
- They will be one of three Discharge Co-Ordinator's providing cross cover of all areas in Birmingham Children's Hospital site.
- The post holder will work alongside a variety of specialist teams involved in the care of our children and young people.
- They will work as part of our dynamic and developing team and bring innovation and suggestions to enable growth and development in the service, enhancing the care and service.

## CORE KEY RESPONSIBILITIES

### PROFESSIONAL

- Act as a positive role model at all times, maintaining high standards of professional appearance and conduct at all times.
- Take responsibility for your own personal and professional development.
- Share good practice within the Trust, and at appropriate external forums.
- Encourage personal and professional development.
- Manage projects and key initiatives as identified by the Lead Nurse and Sister for Discharge and Complexity and Medical Leads for CMiC.

- Ensure that the patients and families are safeguarded and intervene, where there is felt to be a concern.
- Ensure the sharing of skills and experience with peers, students, and family groups.
- Facilitate and participate in preceptorship, mentorship, and supervision of any junior staff and new members to the team.
- Link with the Professional Development Team and engage in wider Trust issues to ensure the education and training of nursing, student nursing and trainee medical staff.
- Act as an expert practitioner within the Trust and a point of contact for clinical areas, where there are discharge barriers.
- To work in conjunction with clinical areas to expedite the discharge of patients and their families to enable patient and hospital flow within Birmingham Children's Hospital NHS Foundation Trust.
- Initiate processes such as referrals, assessments or processes that will aid discharge.
- Initiate and take responsibility for addressing critical incidents, complaints and untoward occurrences ensuring that the process is communicated appropriately.

## CLINICAL:

- The post holder will be responsible for coordinating and facilitating the planning of discharge for patients within Birmingham Children's Hospital NHS Foundation Trust.
- The post holder will work in conjunction with the Multi-disciplinary Team to early identify patients who have barriers or additional needs that may impact on discharge. This is to ensure that timely discharge planning is implemented, evaluated, and modified as required.
- The post holder will work as an autonomous practitioner by providing highly skilled & developed quality nursing care to aid children and young people and their families from transition in the hospital to their discharge home.
- The post holder will provide clinical and non-clinical support to families in order to enable them to live independently at home with children and young people with additional needs.
- They will lead the planning and evaluation of nursing care in relation to the child and family's needs and experiences.
- They will undertake or support with the training of families, where there is a need to facilitate a timely discharge (i.e.- BLS, NG)
- Provide regular contact with families, acknowledging and adapting where possible to their individual requirements.
- To participate actively in planned care reviews and discharge planning meetings.
  - Act as a positive role model always maintaining high standards of clinical practice, professional conduct and dress code.
  - Ensure patient care is delivered in accordance with agreed guidelines, Trust policies and local and national standards.
  - Participate in and contribute to changes in culture and policy, ensuring development needs of staff are considered in any changes in practice and service development.
  - Contribute to and assist in relevant audit and research projects.
  - Develop and utilise appropriate mechanisms to measure the effectiveness of service activity and impactfulness.
  - To assess, plan, implement and evaluate pathways of care, in partnership with the child and family.
  - To maintain a consistency of approach in the standards of care delivery

- To proactively develop an open and transparent safety culture by welcoming challenge and feedback from children and young people/families/staff.
- To develop staff to have a low threshold for incident reporting, ensuring effective processes for learning from incidents are implemented.
- To ensure safeguarding concerns are acted upon promptly and appropriately, ensuring any concerns are dealt with and communicated in accordance with the Trust's Safeguarding policies and procedures.
- To develop, extend and maximise clinical practice in support of service requirements.
- To delegate patient care to staff with appropriate levels of skill and experience, having due regard to patient dependency and service needs.
- They will be expected to undertake occasional clinical shifts. This will only be in times of extreme clinical pressure.

## PEOPLE MANAGEMENT

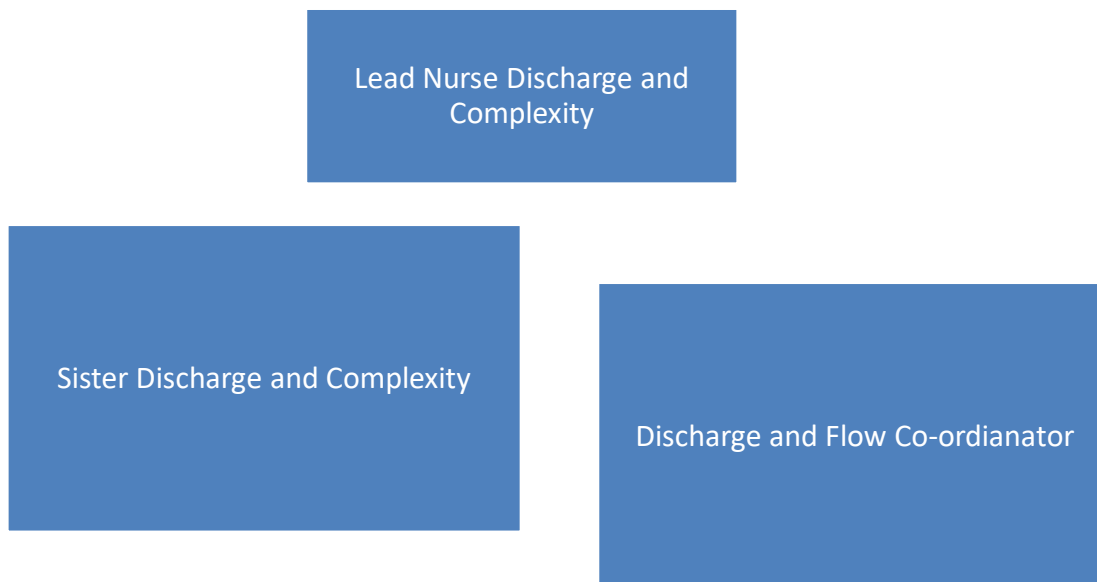
- Contribute to the decision-making process in relation to the development of service needs.
- Maintain consistency of approach in standards of delivery of care.
- Manage staffing levels and skill mix to meet service demand, if required.
- Facilitate the professional development needs of staff.
- Encourage autonomous working within the team.
- Ensure that process and policies are adhered to and escalated when not.
- Have a problem-solving approach in the management of staff.
- Participate in the selection and recruitment of staff, where required.
- Participate in the performance management and personal development planning of staff.

## SPECIFIC KEY RESPONSIBILITIES

1. To ensure referrals are followed up in a timely manner.
2. To deputise for the Sister for Discharge and Complexity, when required.
3. Maintain consistency of approach in standards of delivery of care.
4. Maintain a high profile within the ward areas, to support staff in care co-ordination and discharge planning of children and young people and their families.
5. Work in conjunction with the wider Multi-disciplinary Team to ensure that the needs of the children and young people and families are met at the earliest opportunity.
6. To identify those children and young people who have continuing care needs at the earliest opportunity and instigate the continuing care checklist in line with Children's Continuing Care Framework.
7. To work with the Multi-disciplinary Team to identify the required support and resources required to meet the children and young people's needs in a timely manner.
8. To take part in any discharge related projects, audits and bring innovation to implement learning from them.
9. To assist the Senior Nursing and Medical Team in the development of an action plan which provides clear timescales and delegates responsibility to relevant team members.
10. To support ward and Community Health Care Professionals to commence discharge planning at the earliest relevant point, ensuring that all key staff are kept informed.
11. To take part in the CANVAS weekly meeting as part of the core team of attendees.

12. To provide support to ward and Community Health Care Professionals, so that early discharge planning is embedded within normal practice.
13. To assist the Lead Nurse and Sister to develop action plans with all relevant external agencies that are required to meet the needs of the child and family on discharge from Birmingham Children's Hospital NHS Foundation Trust.
14. Be aware of and monitor the progress of children who have been declared medically fit for discharge yet remain as an in-patient.
15. To contribute to the effective use of resources by ensuring that the child is discharged home in a timely manner, whilst ensuring that their needs are met.
16. To share good practice Trust wide.
17. Consistently monitor and evaluate with the nursing team, the effectiveness of Nursing Practice to ensure evidence-based standards of care are set and evaluated.
18. Ensure care is delivered in partnership with the child and family.
19. To take responsibility for their own personal and professional development, ensuring up to date knowledge is maintained on relevant Department of Health policies and initiatives.
20. Excellent organisational skills will ensure that discharge planning is expedited at the earliest possible stage and action plans are developed, monitored, taking corrective action when appropriate.
21. Care will be negotiated with families/carers to ensure that families are empowered but supported to care for their child at home.
22. Support for Parents so that they can have realistic expectations of the level of support and provision that will be provided in the community environment.
23. Carry out any other reasonable duties as may be required commensurate within the band and nature of the post.

## ORGANISATIONAL CHART



## COMMUNICATION AND WORKING RELATIONSHIPS

- To establish and maintain clear and effective communication systems between the family, professionals, all members of the multi-professional team, the child and family.
- Assist with effective training of all staff to ensure that the continued care needs of the patient and family are met.
- Assist and facilitate in outreach training across other areas or with other care providers.
- To always act as a positive role model, providing professional and clinical leadership to establish a committed team with a clear purpose and direction.
- To ensure an effective communication process is in place, including multi-professional team meetings and feedback to the child and family, and ensuring that their views are considered and used when appropriate.
- Excellent communication skills will ensure that the views of the child and family are actively taken and considered during the care planning process and expectations agreed.
- Communicate effectively, both verbally and via formal documentation, with the nursing and Multi-disciplinary Team, the children, parents, and families.
- Develop communication skills within the broader clinical team.
- Communicate effectively, both verbally and via formal documentation, with the nursing and Multi-disciplinary Team, and the children, parents, and families.
- Provide outreach to the community, if required, for meetings.
- Work in partnership with the child and family and other Health Care Professionals.
- Working alongside the Multi-disciplinary Team to meet the needs of the patient and families.
- Attend meetings, in conjunction with other professionals and follow up any actions that are required.
- Be the interface with external agencies to aid the discharge process.
- To liaise with Health and Social Care to aid a safe and timely discharge.

## ANALYTICAL AND JUDGEMENT RESPONSIBILITIES

- Deputise for the Sister for Discharge and Complexity, to ensure and lead current practice and any issues are integrated into practice.
- Support with the recruitment of new staff, as required, both in the Service and Trust wide.

## PLANNING AND ORGANISATIONAL SKILLS

- Complete annual Appraisals to reflect these priorities, enabling access to appropriate training and development.
- Communicate regularly through meetings with teams and individuals as appropriate.
- The post holder will be encouraged to develop new skills, within their band level and to take on more responsibilities, as they become more confident within the role.
- Good time management.
- Prioritise workload.
- Work independently, but also as a team.
- Trouble shooting complex situations.
- Use initiative to complete tasks that need to be undertaken.
- Be able to access the situation, whilst maintaining objectivity and being non- judgemental.

## TRUST LEADERSHIP AND MANAGEMENT RESPONSIBILITIES

- Understand the Trust's key priorities and those of your department and how these translate within your team.
- Ensure clarity and effectiveness in developing and designing roles.
- Ensure management of staff is consistent with Trust's values to the achievement of equality, equity, and optimum performance.
- Complete annual appraisals for all staff, which reflect these priorities and ensure staff have access to appropriate training and development.
- Communicate regularly through meetings with teams, individuals and provide opportunity for two-way feedback.
- Promote an effective team ethos.
- Promote equality, diversity, and rights, treating others with dignity and respect, ensuring services are developed, managed, and delivered to meet the specific needs of those belonging to protected characteristics.
- Promote equality, diversity, and Human Rights in working practices by developing and maintaining positive working relationships, ensuring that colleagues are treated fairly and contributing to developing equality of opportunity and outcomes in working practices.

## SUPPLEMENTARY DUTIES AND RESPONSIBILITIES

### HEALTH AND SAFETY

You have a legal responsibility not to endanger yourself, your fellow employees and others by your individual acts or omissions. The post holder is required to comply with the requirements of any policy or procedure issued in respect of minimising the risk of injury or disease.

#### **CONFIDENTIALITY**

Attention is drawn to the confidential nature of the information collected within the NHS. The unauthorized use or disclosure of patient or other personal information is a dismissible offence and in the case of computerised information, could result in prosecution or action for civic damage under the Data Protection Act 1998.

It is a condition of your employment that, should you come into possession of information relating to the treatment of patients or the personal details of an employee, you should regard this information as confidential and not divulge it to anyone who does not have the right to such information.

The Trust fully upholds the Caldicott Report principles, and you are expected within your day to day work to respect the confidentiality of patient identifiable information.

#### **INFECTION PREVENTION AND CONTROL**

The Trust is committed to minimising any risks of healthcare associated infection to patients, visitors and staff. All employees are required to be familiar with and comply with Infection Prevention and Control policies relevant to their area of work and must attend Infection Control training commensurate to their role.

#### **MAJOR INCIDENTS**

In the event of a Major Incident or Pandemic you may be asked to carry out other duties as requested. Such requests would be in your scope of competence, reasonable and with staff side agreement. You would also be reasonably expected to participate in training for these infrequent events.

#### **RISK MANAGEMENT**

The post-holder should be aware of the process for reviewing systems and improving them, in order to increase patient safety and improve the service provided by BCH. All staff (on permanent, temporary or honorary contracts) should have an awareness of the risk management processes and an understanding of risk management as part of the Governance agenda. This includes assessing, monitoring and managing all aspects of risk, including the planning and undertaking of any remedial action.

All staff should ensure they are aware of the Trust Risk Manual. All staff must be aware of their responsibility for reporting any adverse incidents, including “near miss” events, in accordance with the Trust’s Policy and guidance from the National Patient Safety Agency (NPSA).

#### **EQUALITY AND DIGNITY**



The post-holder will be expected to adhere strictly to principles of fairness and equality in carrying out the role. At all times the post-holder will be required to show respect for and maintain the dignity of patients, the public and work colleagues.

The Trust will not tolerate any form of bullying or harassment, violence or aggression against its employees.

#### **SAFEGUARDING**

As a Trust employee you are required to comply with all legislation and guidance relating to safeguarding children and promoting their health and welfare. If you are being investigated regarding child protection concerns, or become subject to such investigations, appropriate steps may have to be taken such as redeployment, increased supervision etc. and, depending on the outcome of the investigation, there may be implications for your continued employment. You are required to inform the Head of Child Protection Support Service if your own children are/become subject to child protection procedures. This information will be treated in a confidential manner.

#### **COMMUNICATION (STAFF WITH SUPERVISORY/MANAGERIAL/LEADERSHIP RESPONSIBILITY)**

An integral part of the role of any manager or person with leadership responsibilities is to communicate effectively with their staff and colleagues. It is an expectation of this role that resources and time will be allocated to communicate fully with staff and involve them in the decisions affecting them.

Arrangements should be made to ensure that local and Trust wide matters are communicated and discussed via appropriate means i.e., team meetings, written briefings etc.

#### **INDUCTION**

It is the responsibility of every employee to participate fully in induction.

A Trust wide induction course is held on the first and third Monday of each month and local induction will be provided within your own place of work.

#### **APPRAISAL AND PERFORMANCE MANAGEMENT**

All staff will be expected to fully participate in the Appraisal/ Performance Management process. This obligation will include the preparation for and attendance at appraisal/performance management interviews and completion of the associated documentation.

For Consultant Medical Staff, an annual appraisal and review of the Job Plan is a contractual requirement.

Failure to participate in any stage of the process will render the process 'incomplete'.

## PERSON SPECIFICATION

**JOB TITLE: Discharge and Flow Co-Ordinator**

**BAND: 6**

**LOCATION: BCH**

QUALIFICATIONS	ESSENTIAL OR DESIREABLE	METHOD OF ASSESSMENT (A/I/C/T)
Current registration with Nursing and Midwifery Council (NMC)	Essential	A
RSCN/RN (Child branch)	Essential	A
Band 6, experience or experience of working at Senior Band 5	Essential	A
Teaching and assessing/mentoring qualification (or equivalent)	Essential	A
PILS assessed	Essential	A
Resus Link Worker	Desirable	A/I
Management/Team Leader course	Desirable	A
Coaching Course	Desirable	A

KNOWLEDGE & NATURE OF EXPERIENCE	ESSENTIAL OR DESIREABLE	METHOD OF ASSESSMENT (A/I/C/T)
Extensive experience with working with medically complex Children and young people	Essential	A/I
Experience of discharge planning and co-ordination	Essential	A/I
Experience within the community setting	Desirable	A/I
Experience or understanding of the Continuing Care process	Desirable	A/I
Experience in acute hospital setting	Essential	A/I
Ability to recognise and act upon the need for immediate medical intervention	Essential	A/I
Ability to recognise the need for escalation of a situation or concern	Essential	A/I
Comprehensive understanding and training in the management of safeguarding issues	Essential	A/I
Ability to deal with conflict situations and escalation	Essential	A/I
Ability to understand and respond in emergencies when required	Essential	A/I
ANALYTICAL AND JUDGEMENT SKILLS	ESSENTIAL OR DESIREABLE	METHOD OF ASSESSMENT (A/I/C/T)

Ability to work independently and as part of an MDT Team	Essential	A/I
Able to assess plan, implement and evaluate care for groups of patients	Desirable	A/I
Experience or awareness of Datix management	Desirable	A/I
Ability to initiate, manage and sustain change	Desirable	A/I
High level of clinical skills to care for patients and support team development	Essential	A/I
Experience of sickness absence issues	Desirable	A/I
PERSONAL SKILLS / ABILITIES AND ATTRIBUTES	ESSENTIAL OR DESIREABLE	METHOD OF ASSESSMENT (A/I/T)
Demonstrate and understand resource management	Essential	A/I
Effective time management	Essential	A/I
Leadership qualities	Essential	A/I
Ability to motivate others	Essential	A/I
Flexible approach to working, including problem solving skills, management of change and a desire to develop knowledge	Essential	A/I
Accountability - Takes responsibility for own actions and promotes good team working	Essential	A/I
Openness - Shares information and good practice appropriately	Essential	A/I
Excellent written and oral communication skills	Essential	A/I
Evidence of good attendance and sickness	Essential	A/I
Professional appearance	Essential	A/I
Good interpersonal skills	Essential	A/I
Commitment and enthusiasm	Essential	A/I
Flexibility for essential shift working in order to meet the needs of the service	Essential	A/I
Punctual and able to maintain a professional attitude at all times	Essential	A/I

To be evidenced by key: A – Application C - Certificate I – Interview T - Test

I understand and accept my accountabilities and responsibilities as outlined in this job description and person specification.

	Designation	Name	Signature
Post Holder	Lead Nurse	Rachel Shanahan	R Shanahan
Manager	Head of Nursing	Emma Bull	E Bull