

Job Description

Job title:	Oncology Discharge Coordinator
Division:	Cancer
Board/corporate function:	Surgery and Cancer Board
Salary band:	6
Responsible to:	Matron- Oncology
Accountable to:	Chief Nurse
Hours per week:	37.5
Location:	Oncology Inpatient Ward

University College London Hospitals NHS Foundation Trust

University College London Hospitals NHS Foundation Trust (UCLH) is one of the most complex NHS trusts in the UK, serving a large and diverse population.

We provide academically led acute and specialist services, to people from the local area, from throughout the United Kingdom and overseas.

Our vision is to deliver top-quality patient care, excellent education and world-class research. We provide first-class acute and specialist services across eight sites:

- University College Hospital (incorporating the Elizabeth Garrett Anderson Wing and Grafton Way Building)
- National Hospital for Neurology and Neurosurgery
- Royal National ENT and Eastman Dental Hospitals
- Royal London Hospital for Integrated Medicine
- University College Hospital Macmillan Cancer Centre
- The Hospital for Tropical Diseases

We are dedicated to the diagnosis and treatment of many complex illnesses. UCLH specialises in women's health and the treatment of cancer, infection, neurological, gastrointestinal and oral disease. It has world class support services including critical care, imaging, nuclear medicine and pathology.

We are committed to sustainability and have pledged to become a carbon net zero health service, embedding sustainable practice throughout UCLH. We have set an ambitious target of net zero for our direct emissions by 2031 and indirect emissions by 2040

UCLH Vision and Values

The Trust is committed to delivering top quality patient care, excellent education and world-class research.

We deliver our vision through [values](#) to describe how we serve patients, their families and how we are with colleagues in the Trust and beyond.

We put your [safety](#) and wellbeing above everything

Deliver the best outcomes	Keep people safe	Reassuringly professional	Take personal responsibility
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We offer you the [kindness](#) we would want for a loved one

Respect individuals	Friendly and courteous	Attentive and helpful	Protect your dignity
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We achieve through [teamwork](#)

Listen and hear	Explain and involve	Work in partnership	Respect everyone's time
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We strive to keep [improving](#)

Courage to give and receive feedback	Efficient and simplified	Develop through learning	Innovate and research
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Equality, Diversity, and Inclusion at UCLH

At UCLH, we take equality of opportunity seriously and are committed to being a diverse and inclusive employer, with a culture that creates a real sense of belonging and trust. Respect, inclusion and sensitivity are hallmarks of quality of our care. That is why it is our fundamental aim, to recruit, retain and promote a diverse mix of people from all backgrounds, cultures, and perspectives, who are representative of our local communities to support our world class research, innovation, and creativity. We are proud to have 5 different networks that are owned and led by our staff which give a voice to all our staff to feed up to leadership of the organisation, including the Trust board, thus creating a sense of community and support and help drive cultural change to become a more inclusive organisation.

Our staff networks are:

- Black, Asian and Minority Ethnic (BAME) Network
- Lesbian, Gay, Bisexual Transgender, Queer, Intersex and Asexual (LGBTQIA+)
- Women's
- Disability Network
- Mental Health Network

Cancer Division

Cancer Services sits within the Surgery and Cancer Board. The Cancer Division is responsible for:

- Direct management of clinical haematology, oncology, radiotherapy and chemotherapy services.

- Management of Trust wide cancer services: Cancer Centre, Macmillan Support and Information Service, and delivery of operational and performance issues for cancer services across all Divisions within UCLH.

- Managing key external relationships and partnerships: London Cancer, UCL Cancer Institute, and BRC Cancer Theme, Macmillan Cancer Support, HCA International private patient service.

The Division is managed by Clinical Director (Dr Kirit Ardesbna) and Divisional Manager (Lois Roberts) supported by the Deputy Divisional Manager, General Managers, and Matrons.

Skilled nursing and the development of specialist nursing practice and patient services is a key part of the strength and strategy of cancer services in UCLH. The new Macmillan Cancer Centre opened in April 2012 providing ambulatory care and support to Cancer patients in an environment which supports well-being and offers the highest standards of care.

The inpatient cancer service consists of Oncology and Haematology beds. All inpatient cancer wards are managed by either a ward sister or charge nurse, supported by a team of deputy ward sisters.

Oncology beds are located on T13 Patients receive treatments including radiotherapy, chemotherapy, radioactive source, palliative care and symptom control.

Job Summary

The Oncology Discharge Co-ordinator will use their energy, drive and enthusiasm to educate and proactively ensure that discharge planning is timely. The role will be to enhance and provide expert support and encourage good practice in discharge planning for inpatient cancer services.

The Discharge Co-ordinator will also deputise for the Oncology patient flow co-ordinator in their absence, managing admissions and flow through Oncology Wards.

The DC will provide a high quality, evidence-based service for patients who attend the cancer services at UCLH and will ensure that the multidisciplinary team, patients and carers fully participate in planning care and discharge into the community. The post holder will facilitate timely administration of fast-track discharge for terminally ill patients at the end of their life to ensure they die in their preferred place of care.

Job Purpose

As a Registered Nurse, to utilise clinical expertise to facilitate timely and effective discharge planning for Oncology patients.

To provide senior support, information to staff and multidisciplinary team to facilitate a safe and timely discharge for patients back into the community, referring hospital, residential care preferred place of care etc. To organise systems in which the nurses, medics and AHP's provide a comprehensive assessment of complex patients so a planned and co-ordinated

discharge can be arranged. To support the MDT with the fast tracking of terminal palliative patients at the end of life who wish to be cared for at home/preferred place of care in their last days/weeks of life. i.e. processing referrals, follow up calls to social services and equipment providers etc.

To act as a contact resource for staff, patients, carers, and outside agencies eg. district nurses and local authority staff where appropriate.

To suggest and assist if appropriate the implementation of service development changes to working practices where this will result in improved performance.

In order to achieve a synchronised service the post holder will need to communicate effectively with members of the multi-disciplinary team including, members of the community statutory and voluntary services.

To assist in education related to discharge planning within the cancer services.

To undertake audit data collection, to further develop the role and improve discharge processes.

To represent the division at the Trusts discharge steering group.

Key Working Relationships

- Ward nursing team
- Matron for Oncology
- Oncology patient flow coordinator
- Divisional Allied Health Professionals – OT, physio, pharmacists
- Medical Team
- Palliative Care
- Community Services
- UCLH Integrated Discharge Service

Main Duties and Responsibilities

1. Work with patients, carers and MDT to ensure that discharge plans meet the needs of the patient and carer
2. Provide information to patients, carers and MDT as to the services available and to assist with the management of expectations
3. To facilitate best interest meetings for patients.
4. To run the monthly Oncology Ward Operations Meeting
5. Undertake activities to support the day-to-day process and synchronisation of patient discharge at ward level to enable practitioners to deliver holistic, patient centred care.
6. Collate, analyse and utilise data to inform decision making by the cancer services, and identify potential areas for assistance/improvement.
7. To facilitate and support the MDT with early discharge planning thus enabling appropriate arrangements to be in place for patients leaving the ward and hospital, encouraging the utilisation of the discharge lounge in a timely manner when possible.
8. To assist/administratively to support fast track discharges for end of life patients when required by the palliative care team, nurses, medics and other members of the MDT.
9. Triage complex discharge patients in a timely manner and that it is sent to correct panel for review.
10. To use good communication skills, and to effectively document on EPIC.
11. To support and advise the multi-disciplinary team on relevant community care legislation affecting the care planning of the patient on discharge.
12. To increase awareness within the multi-disciplinary team of the role of colleagues in the community statutory and voluntary services and encourage appropriate referral.
13. For complex patients to assist/co-ordinate the MDT in the development of an individual discharge plan in order to facilitate a safe/co-ordinated transfer of care
14. To organise and attend case conferences for complex patients when required ensuring involvement of patients, carers, hospital, and community personnel as needed.
15. To deputise for the Band 7 Patient Flow and Bed Manager, co-ordinating bed management.
16. To provide leadership, support and advice pertaining to discharge planning at ward multi-disciplinary meetings.
17. Audit standards of documentation.
18. When relevant supply written information to patients/carers on services provided on their discharge.
19. With patients consent, forward written information to community personnel in line with Trust guidelines.

Management

1. To be responsible for organising and planning own workload in order to meet service and patient priorities, including the re-adjustment of plans as situations change/arise.
2. To take responsibility for key areas of service development for discharge planning eg. Pre 11am discharge, synchronised and timely fully completed comprehensive care needs assessments for panel and fast track discharges.
3. Input into ward teaching programmes by inviting relevant outside agencies if appropriate.
4. Assist the implementation of policy and service development changes across cancer services where this will result in improved performance and practice. This may involve altering local

policies in line with Trust guidelines, implementing changes through the teaching programmes and information packs.

5. To assist in the provision of statistical/audit information on clinical discharge activity when required by the cancer division.
6. To be responsible for ensuring the reporting of incidents and potential unsafe discharges to ward sisters/charge nurses/DSN's and to haematology/oncology inpatient governance meetings

Quality Management

1. To act as an advocate for patients and their loved ones during discharge planning.
2. To facilitate a high quality, specialist complex discharge service through audit and other quality initiatives to ensure an efficient service to cancer patients.
3. To enhance the interface between staff, patients and visitors.
4. To jointly monitor and review discharge standards for cancer services.
5. To identify and intervene proactively in circumstances where a discharge may be unsafe for patients and staff.
6. To be an active member of the inpatients governance meetings for inpatient cancer services.

Education

1. To identify learning needs and organise teaching sessions for ward staff that promotes a greater understanding of discharge planning and community care to the MDT.
2. To assist in the development of resource and teaching packs for use by patients, carers and/or nursing, multidisciplinary and medical staff.
3. Take an active role in the Trust's appraisal scheme as an appraisee and be responsible for setting and agreeing a personal development plan.
4. To support the orientation of new staff members to Oncology discharge processes.

Research

1. In collaboration with the cancer Sisters / charge nurses, audit agreed clinical guidelines of practice, policies and benchmarks within clinical area of responsibility.
2. To be proactive in improving discharge processes in Oncology.
3. To monitor delayed cancer discharges and re-admission trends and prepare reports on request.
4. Identify areas where working practice fails to reach acceptable standards and contribute towards the development of a strategy for improvement.

Other

The job description is not intended to be exhaustive and it is likely that duties may be altered from time to time in the light of changing circumstances and after consultation with the post holder.

You will be expected to actively participate in annual appraisals and seek to implement our Equality, Diversity and Inclusion Policy and the objective to promote equality of opportunity in relation to the duties of the post. Objectives will be set, that your performance will be monitored against in conjunction with your manager.

Sustainability at UCLH

You will be required to demonstrate a personal commitment to the Trust's Net Zero Strategy and to take personal responsibility for carrying-out your work duties in a way which is compliant with this strategy.

Person Specification

Requirements	Essential	Desirable	Assessment Criteria			
			A	I	R	T/P
Knowledge and Qualifications a. Registered Nurse Part 1, 2 or relevant section of the register b. Educated to degree level working towards completing a degree, or equivalent level of experience. c. Possession of teaching/mentorship qualification.	X X X		X X X			
Experience a. Experience of working within +/- the running of a busy day to day NHS service. b. Prior relevant experience of working with cancer services. c. Experience of working directly with patients/clients with complex health needs and/or housing/social placement issues	X X X		X X X			
Values Demonstrate ability to meet Trust Values of safety, kindness, teamwork and improving	X			X		X
Communication a. Demonstrates awareness of the importance of working as part of a multi-disciplinary team.	X		X	X		

b. Communicates effectively verbally, in writing and in electronic formats.	X		X	X		
c. Demonstrates understanding of good practice in Customer Care	X			X		
Personal and People Development						
a. Demonstrates evidence of professional development in line with KSF	X		X	X		
b. Demonstrates an awareness of the role of facilitator	X		X	X		
c. Demonstrates evidence of ability to educate others		X	X	X		
Responsibilities towards promoting Equality Diversity and Inclusion						
Demonstrate understanding of the Equality, Diversity, and Inclusion and/or <u>Knowledge of the NHS obligations under the Equality Act 2010 and the Public Sector Equality Duties</u>	X		X			
Quality						
Demonstrates understanding of principles of Governance, e.g. Risk Management, audit & quality						
Ensure the risk of infection to self, colleagues, patients, relatives and visitors is minimised by:						
a. Being familiar with, and adhering to Trust policies and guidance on infection prevention and control.	X		X			
b. Completing all required training and education (both via e-learning and face to face) on infection prevention and control.	X		X			
Including infection prevention						

and control as an integral part of your continuous personal/professional development and included in your annual appraisal.	X		X			
c. Taking personal responsibility so far as is reasonably practicable, in helping ensure that effective prevention and control of health care associated infections is embedded into everyday practice and applied consistently.						
Assessment and Care Planning to Meet Health and Wellbeing Needs						
a. Prioritises own workload	X			X		
b. Acts on own initiative and problem-solves utilising resources available	X			X		
c. Demonstrates a working knowledge and understanding discharge issues and practices within the NHS	X			X		
People management						
a. Ability to train staff	X			X		
b. Ability to negotiate and influence staff at all level	X			X		
Specific Requirements						
a. Proactive and innovative attitude to work	X			X		
b. Articulates reasons for desire to work in clinical area	X			X		

A= Application I= Interview R= References T/P = Test/Presentation