

JOB DESCRIPTION

POST TITLE: Trigger Team Administration Support worker

BAND: Band 4

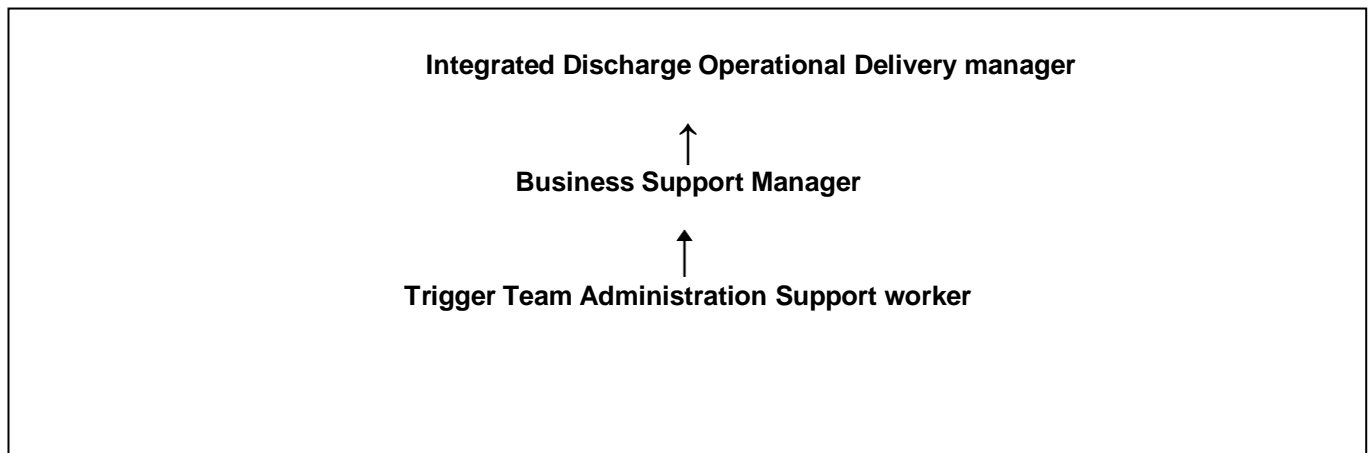
DIVISION: Community Intermediate care Division

BASE: Complex Case Management Service

REPORTS TO: Complex Case Support Manager

RESPONSIBLE TO: Integrated Discharge Service Operational Delivery manager

ORGANISATION CHART:



1. ROLE SUMMARY:

The post holder will case manage, organise, accurately record, monitor, and schedule work relating to all patients on the complex case trigger. Case management being the main focus and ensuring safe and timely discharges.

The post holder will be required to work autonomously and independently resolve the majority of issues relating to hospital discharges utilising a case management approach. This will require excellent planning and organisational skills. The post holder must be able to communicate information to a wide range of staff groups including external stakeholders. The post holder is expected to further develop themselves around current and new tools and techniques. Using their own judgement, the post holder will be able to prioritise their work effectively.

Predominately, the hours of duty will be rotational shifts between the hours of 07.00 and 17.00 with some weekend work on a rota basis

2. KEY WORKING RELATIONSHIPS:

The post holder will establish and maintain working relationships across a range of internal and external stakeholders including:

- Integrated Discharge teams
- Local authority (LCC/BWD)
- Pharmacy Service
- Multi-Disciplinary Teams
- Ward Managers and Nursing Teams
- Nursing and Residential Care Homes
- GP Practices
- Senior Management and Matrons
- Private providers.
- The Clinical Flow Team and Discharge Lounge
- Complex Case Management Service
- Hospital and Community Social Work Teams
- Physical and Occupational Therapy Services
- Intermediate Care Assessment Team (ICAT)
- Intermediate Tier (BWD)
- IHSS (Intensive Home support Service)
- Emergency and Urgent Care Centre Co-ordinators
- Medical and Surgical Assessment Unit Co-ordinators
- Domiciliary Care Providers
- Nursing and Residential Care Homes
- Transport

3. MAIN RESPONSIBILITIES:

- Prepare complex case trigger list each day ensuring it is operationally cleansed and at a relevant starting point for the day. This includes report inaccuracies, problem solving and sharing performance information into further reports and the support for the daily case management and accurate updates.
- Coordinate the list into set categories highlighting any patients causing delay ensuring this is closely monitored at senior level and reported to the health and social care systems.
- Prepare the trigger report to clearly present the daily data. Establish updates for care home admissions and align the information with the case management trigger list.
- To ensure that all case management work progresses and if there are any blocks to discharge they are escalated to the business support manager.
- The role supports the Complex Case managers to case manage from admission ensuring support is maintained from a case management perspective when patients move between wards or from acute beds to community wards.
- Liaise daily with Complex Case Managers covering the allocated wards and take forward any actions
- Link with relevant system partners to mitigate any delays and agree discharge plans
- Co-ordination of team information that supports service delivery.
- Assist the Business support manager in the development of the service support care home admissions to the trust.
- Assist the Business support manager in the delivery of specific project/work stream.

- Maintain a thorough understanding of all elements of projects you are involved with to inform an effective and informed first point of contact to all internal and external stakeholders
- Provide an effective and efficient comprehensive administrative service in alignment with local health and social care system work.

4. COMMUNICATION

- Maintain cooperative professional working relationships at all levels and communicate with colleagues at all levels on ward areas and within the team, via telephone, face to face conversation, in writing or electronically in order to contribute to the effective operation of the service.
- Maintain effective paper and electronic communication systems, work in partnership with other teams within ELHT Transfer of Care Service.
- Participate and contribute to Team Meetings, communicating suggestions to improve the service.
- Establish a working pattern, within an unpredictable and demanding workload which deals with complex information and feedback within monitored timescales.
- Ensure accurate and informed feedback is provided for effective decision making to initiate senior level action.
- Ability to produce excel reports
- Ability to communicate thoughts and ideas verbally and in writing in a clear, concise and understood manner

5. LEADERSHIP

- To maintain and improve quality in all areas of work and practices in accordance with the organisational systems, standards and guidelines.
- Ensure that all actions promote equality and diversity in accordance East Lancashire Hospitals Trust policies, ensuring all patients, their relatives and staff are treated as individuals and with dignity and respect.
- To be responsible for planning own workload efficiently to meet the needs of the service, reprioritising to meet changing demands.
- To act as a professional role model at all times.
- Understand own role in the team and the wider organisation.

6. TRAINING AND DEVELOPMENT

- Attend mandatory training in accordance with East Lancashire Hospitals Trust Policy and any other training that is required in order to satisfactorily undertake the duties and responsibilities of the role.

- Maintain own Continuous Development.
- Reflect and analyse own practice and suggest changes in order to develop the service/improve team work.
- Advise staff as required to promote awareness of current discharge policy/legislation.
- To take responsibility for own personal development and education.
- Promote a positive learning environment.
- Positively support the continued development of working practices.

7. CONFIDENTIALITY

- Maintain confidentiality at all times and exercise discretion in the execution of duties.
- To be responsible for the maintenance and respect for patient and staff confidentiality.
- As an employee of the Trust, you will have a legal responsibility for all records and documents, including patient case notes, financial, personal and administrative, that you gather or handle as part of your role.
- To comply with the Data Protection Act, Freedom of Information Act and Caldicott recommendations.

EMPLOYMENT ACTS AND CODES OF PRACTICE

All employees are required to comply with employment legislation and codes of good practice.

Equality and Diversity

We are an Equal Opportunities employer and will do all we can to make sure that job applicants and employees do not receive less favourable treatment because of their age, sex, marital status, faith, race, disability or sexual orientation, or for any other reason that is not justified.

Health and Safety

In accordance with the Health and Safety at Work Act 1974, and other supplementary legislation, all employees are required to follow Trust Health and Safety policies and safe working procedures, take reasonable care to avoid injury during the course of their work, and co-operate with the Trust and others in meeting statutory requirements.

Infection Control

All employees must comply with Prevention and Control of Infection policies and attend any related mandatory training.

Sustainability and Corporate Social Responsibility

The Trust attaches great importance to Sustainability and Corporate Social Responsibility. It is the responsibility of all members of staff to ensure that the Trust's resources are used efficiently with minimum wastage throughout their daily activities

Risk Management

Employees are required to report every incident where the health and safety of self or others has been jeopardised (including near misses) and to carry out or participate in investigations into such incidents as required.

Safeguarding



All employees have a responsibility for safeguarding and promoting the welfare of children and adults. Further guidance can be sought from your Line Manager.

Data Protection Act

All members of staff are bound by the requirements of the Data Protection Act 1998.

Rules, Regulations, Policies, Standing Orders and Financial Instructions

All employees are required to comply with the rules, regulations, policies, standing orders and financial instructions of the Trust.

Research and Development Projects

Whenever you decide to undertake a piece of research, either as a Principal Investigator or Local Researcher, or Assistant Researcher, you must comply with the principles of Clinical Governance and the Research Governance Framework.

Development Review

Key performance objectives, development needs and compilation of a Personal Development Plan will be discussed and agreed at Annual Development Review meetings.

Training

Post holders are required to attend any relevant and mandatory training for the post.

Outside Employment / Outside Interests

Any other work or outside interests must not conflict with the duties and responsibilities of your attendance for work as an employee of East Lancashire Hospitals Trust. In accordance with legislation on working time, it is a condition of employment that all staff must inform their line manager before taking up any private practice, work for outside agencies or other employers, other work for this Trust (including bank work) and / or voluntary work. This is to ensure there is no conflict of interest with your NHS duties.

Review of Job Description

This is not intended to be a comprehensive description of the duties of the post. Due to the Trusts commitment to continuous improvement it is likely that the post will develop over time. These duties will be subject to regular review and any amendments to this job description will be made in consultation and agreement with the post holder

STANDARDS OF CONDUCT

Conduct duties with regard to values underpinning the Trust's Vision "*to be widely recognised for providing safe, personal and effective care*":-

Values:-

- Respecting the individual
- Putting patients and customers first
- Promoting positive change
- Acting with integrity
- Serving the community

Underpinning the Trust's vision and values are the following key operating principles that influence the way in which the Trust does business:-

- Understand the world we live in and deal with it
- We are clinically led and management supported
- Support departments support the front line
- Everything is delivered by and through Divisions
- Compliance with standards and targets are a given. They are the things we do to help secure our independence and influence
- Quality is our organising principle – driving quality up and cost down is not mutually exclusive

- We deliver what we say we need to

Post holders are expected to work flexibly within their pay band. They should only be expected to carry out activities for which they are competent. Alternatively they may carry out the additional duties if they are receiving support or training in order to obtain the recognised level of competence.

The Trust operates a Tobacco Control Policy.

EFFORT FACTORS

PHYSICAL EFFORT

What physical effort is required for the job?

Type of Physical Effort	How Often	For How Long	What weight is involved	Any mechanical Aids
Walking to all clinical areas on any of the 5 hospital sites, sitting and standing in a busy office environment.	Seldom	Minimal	Minimal	
Handling several case notes which may need transporting on a trolley.	Seldom	30 minutes transporting and up to a full shift handling.	Some case notes have more than one volume and are bulky to handle	Medical record trolley

Is the job holder expected to sit/stand in a restricted position?

Yes ☐
No ☒

How often? Every shift ☐ Weekly ☐ Monthly ☐ Less often ☐

For how long? Less than 20 minutes ☐ on each occasion More than 20 minutes ☐ on each occasion

MENTAL EFFORT

Are there any duties requiring particular concentration?

Types of Duties	How Often	For How Long
Analysis and professional judgement of complex detailed information where there may be several interruptions and competing priorities/demands.	Often throughout shift	Throughout shift

Are there any duties of an unpredictable nature?

Types of Duties	How Often	For How Long
The post holder will be required to work in an environment that is demanding and unpredictable and staff are required to professional manage challenging situations.	Daily	Throughout shift

EMOTIONAL EFFORT

Does the job involve dealing with any distressing or emotional circumstances?

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Type of Circumstance	Direct/Indirect Exposure	How Often
Information may be of a sensitive nature including safeguarding issues.	Both	Throughout shift

WORKING CONDITIONS

Does the job involve exposure to unpleasant working conditions?

What Working conditions	How Often
No	n/a

ACCEPTANCE OF JOB DESCRIPTION

I confirm I accept the duties contained in the above job description.

NAME:
(PRINT)

SIGNED:

DATE:

PERSON SPECIFICATION

Attributes	Essential	Desirable	Assess by
Qualifications	<ul style="list-style-type: none"> • Minimum of GCSE level Maths and English Grade 4-9 • Business Administration qualification/NVQ or equivalent training/experience • Demonstrable experience in working with multi-disciplinary teams within an organisation, and dealing with sensitive and confidential information. 		By Application form
Experience	<ul style="list-style-type: none"> • Excellent organisational skills • Significant administrative experience • Intermediate knowledge of IT systems and software programmes including Outlook, Word, Excel, • Clear communicator with excellent writing, data entry and presentation skills. Capable of constructing and delivering clear information / instructions to staff and service users. • Ability to work on own initiative and to stringent deadlines • Ability to work with staff at all levels • Good interpersonal skills 		By Application form and at interview
Knowledge and Skills	<ul style="list-style-type: none"> • Proven track record of successful working with colleagues and stakeholders at multiple • Ability to manage diverse workload with competing priorities and delivering work within tight deadlines • Well-developed analytical skills with the ability to manage and interpret hard and soft data • Proven ability to maintain confidentiality 		Application form interview and reference
Personal Attributes	<ul style="list-style-type: none"> • Excellent leadership, interpersonal communication skills • Able to engender trust and demonstrate tact and 		Application form interview and reference

	diplomacy <ul style="list-style-type: none"> • Organisational skills • Ability to work effectively on own initiative and to tight deadlines • Ability to multi-task whilst working in a busy office environment and dealing with regular interruptions • Good at finding information/research • Ability to work effectively within a team • Ability to maintain strict confidentiality 		
Other	<ul style="list-style-type: none"> • Ability to work flexibly and outside office hours on occasion. 	<ul style="list-style-type: none"> • Ability to drive between bases 	Application form interview and reference