



Together

LANCASHIRE TEACHING HOSPITAL NHS FOUNDATION TRUST WORKFORCE DIRECTORATE

JOB DESCRIPTION

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|---------------------------|--|
| JOB TITLE: | Discharge Facilitator Team Co-ordinator |
| DIRECTORATE: | Corporate Services, Integrated Discharge Service |
| REPORTS TO: | Clinical Manager Integrated Discharge Service |
| ACCOUNTABLE TO: | Clinical Discharge Lead |
| KEY RELATIONSHIPS: | Ward Teams and Departments, Social Services, Age UK, CATCH, Bed Managers, IDS Leads, Discharge Assessment Nurses, Therapists, North West Ambulance Service |
| DIRECT REPORTS: | Discharge Facilitators |
| HOURS: | 37.5 hours per week |
| LOCATION: | Royal Preston Hospital, Sharoe Green Lane, Preston, PR1 9HT |
| BAND: | 4 |

NB: The Post holder may be required to work across Trust sites. Weekend working on a rotational basis is an essential requirement of this role.

DBS (Criminal Record) Check Level required for role:

| Please indicate the level of DBS Check required in this role | No DBS Required | Standard | Enhanced without Barred List Checks | Enhanced with Child only Barred List Check | Enhanced with Adult only Barred List Check | Enhanced with Child and Adult Barred List Checks |
|--|-----------------|----------|-------------------------------------|--|--|--|
| | | x | | | | |

KSF Core Dimension Levels for Role

| Communication | Personal & People development | Health, Safety & Security | Service Improvement | Quality | Equality & Diversity |
|---------------|-------------------------------|---------------------------|---------------------|---------|----------------------|
| 3 | 2 | 2 | 2 | 3 | 2 |

Role Summary

The post holder will provide training and direct line management support and supervision of the discharge facilitators, ensuring strict compliance with Trust policies and procedures.

The post holder will be responsible for ensuring that discharge facilitators are trained and have ongoing training to ensure we are delivering an excellent service.

The post holder will work with the Clinical Manager Integrated Discharge Service to ensure robust service delivery, including ward cover and rota compliance.

- Work to the [Universal Personalised Care model](#), specifically the key component of Social Prescribing. Acting as a social prescribing link worker for cancer you will support discharge by referring people to a range of local non-clinical services such as activities, groups, and services in their community.
- Linking the discharge team with voluntary, community, faith and social groups and work closely with primary care teams to support the patient through discharge, improving the cancer patient experience and transition to community services.
- Identify appropriate community services, and working in collaboration, agree method of easy referral to local agencies.
- Monitor and report on the number of referrals and evaluate how the referral supported the patient experience/outcomes.
- Support cancer patients to update their personalised care and support plan (PCSP) and ensure 'what matters to me' by referring to services in their community to meet the practical, social and emotional needs that affect their health and wellbeing.

They will provide guidance and support for the discharge facilitators across the Trust and support the Integrated Discharge Service to ensure safe and timely discharges.

The post holder will need to have detailed knowledge of local policies and national agendas, the role will support with difficult conversations with patients and families such as application of the Trust's no choice policy.

The role requires an individual to be proactive, solve problems and use their initiative to rapidly resolve issues.

Key Duties and Responsibilities:

The duties and responsibilities listed below should be undertaken in accordance with the levels of competence as defined in the KSF outline for this post. In addition, all staff are expected to act in accordance with the values and behaviours of the Trust

Our Values



Being Caring and Compassionate

Being caring and compassionate is at the heart of everything we do, it is about understanding what each person needs and striving to make a positive difference in whatever way we can.



Recognising Individuality

Appreciating differences, making staff and patients feel respected and valued.



Seeking to Involve

Actively gets involved and encourages others to contribute and share their ideas, information, knowledge and skills in order to provide a joined up service.









Building Team Spirit

Working together as one team with shared goals doing what it takes to provide the best possible service.















Taking Personal Responsibility












Individuals are accountable for achieving improvements to obtain the highest standards of care in the most professional way, resulting in a service we can all be proud of.

| ROLE DUTIES | MEASURABLE OUTCOMES |  |  |  |  |  |
|--|---|---|---|---|---|--|
| <p>Manage discharges from the hospital and helps and assists with the co-ordination of them in line with national and locally agreed standards and guidelines</p> <p>Ensuring queries from patients and their families are responded to in a timely and appropriate way.</p> <p>Link the discharge team with voluntary, community, faith and social groups and work closely with primary care teams to support the patient through discharge, improving the cancer patient experience and transition to community services.</p> <p>Link closely with the Cancer nurse specialists and the cancer support workers</p> | <p>Receive and manage incoming communications on behalf of the team using own initiative to ensure items are prioritised and appropriately dealt with.</p> <p>Liaise with other internal and external hospital personnel, plus other 3rd parties</p> <p>Use tact, diplomacy, and persuasive skills in order to resolve conflicting pressures.</p> <p>Resolve queries independently, professionally, and efficiently, only deferring to manager when necessary</p> | | | | |  |

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| To ensure that all discharges are facilitated in accordance with Trust and local policies | <p>LOS reports/data</p> <p>Delayed Transfer of care</p> <p>Application of trust policies</p> |  | |  | |  |
| To escalate any capacity or performance concerns to senior colleagues in a timely manner. | Issues are escalated in accordance with local escalation policy | | | | |  |
| To provide training and support to new and ongoing Discharge Facilitators within the team. | <p>Staff are fully trained in Flex and discharge software systems with functionality appropriate to their role.</p> <p>Internal training compliance matrix is kept up to date and regularly reviewed</p> <p>Mandatory training for all staff is up to date</p> | | |  |  | |
| Develop and maintain effective communication and working relationships with clinicians, nursing staff, and managers within Trust Wide and externally | <p>Keeps manager updated on work, updating timelines.</p> <p>Actively seeks information from managers to update team members on issues / developments.</p> <p>Recognises appropriateness of information to be disseminated.</p> | |  |  |  | |
| Must be a dynamic person with good organisational and communication skills and a can-do attitude. Due to the fast-paced nature of the service it will require a flexible and adaptive response. | <p>Liaise with key stakeholders assisting with the development of new service.</p> <p>Ensure the team is regularly updated about new issues and outstanding priorities.</p> <p>Respond to complaints where appropriate, escalating to Line Manager if unable to resolve.</p> |  |  | | |  |

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| Plans and organises own work and allocates duties to the discharge facilitators. | <p>Welcomes staff contribution and suggestions and will ensure that staff are aware of actions that have been taken to their suggestions.</p> <p>Monthly staff meetings</p> <p>Team members feel valued and are thanked for work undertaken.</p> <p>Seeks resolutions / continual improvement and undertakes regular analysis of systems.</p> | |  |  |  | |
| Undertaking return to work interviews following staff sick leave in line with Trust policy. | 100% of return-to-work interviews will be completed; documented and personal files will be up-dated within 48 hours of the return to work. |  | | | |  |
| Undertake appraisal of direct reports, providing advice and support as required and giving feedback in a manner likely to maintain and improve performance. | All staff receive an annual appraisal. |  |  | | |  |
| Assist in the recruitment and selection of staff within areas of responsibility and the organisation of induction and orientation/training programmes. | All recruitment is undertaken in line with the Trust Recruitment & Selection Policy. | | |  | |  |
| Record overtime payments/annual leave/sickness and other absences on health roster | <p>Maintains accurate records.</p> <p>Flags concerns to Service Lead</p> | | | | |  |

| Occupational hazards or exposures relevant to this job (please tick) | | | |
|--|--------------------------|---|--------------------------|
| Physical | | | |
| Patient moving & handling | <input type="checkbox"/> | Regular DSE work | X |
| Regular equipment / material moving & handling > 10kg | <input type="checkbox"/> | Climbing ladders and / or working at height | <input type="checkbox"/> |
| Noise (LEP,d > 80) | <input type="checkbox"/> | Hand Arm Vibration | <input type="checkbox"/> |
| Hot or cold conditions | <input type="checkbox"/> | Exposure to Ionising Radiations | <input type="checkbox"/> |
| Entry into confined spaces | <input type="checkbox"/> | Other potential ergonomic problems | <input type="checkbox"/> |
| Driving on Trust business | <input type="checkbox"/> | Vocational driving (C1,D1, LGV, PCV) | <input type="checkbox"/> |
| Chemical | | | |
| Exposure to known respiratory irritants or sensitisers | <input type="checkbox"/> | Exposure to known skin irritants or sensitisers (including latex) | X |
| Exposure to asbestos (non-licenced work) | <input type="checkbox"/> | Exposure to any other chemicals | <input type="checkbox"/> |
| Biological | | | |
| Exposure-prone procedures | <input type="checkbox"/> | Laboratory exposure to pathogens | <input type="checkbox"/> |
| Other | | | |
| Night work | <input type="checkbox"/> | On-call duties/ lone working | <input type="checkbox"/> |

Governance

The post holder will operate at all times to high standards of probity. This will include compliance with:

- Health and safety regulations
- All policies and procedures approved by the Trust
- Trust Standing Financial Instructions
- Working within the Data Protection act 1984, Health & Safety at work Act 1974, Maintain confidentiality at all times, as required by legislation and Trust Policy
- Working to defined policies and procedures, actively implementing the development of the electronic solution
- Work within the limitations of the role
- Professional codes of conduct including the NHS Managers Code of Conduct (where these apply)
- All policies and procedures related to infection prevention and control as relevant to their post
- To raise any concerns as soon as possible, as per whistle blowing policy, relating to any:-
 - Healthcare matters, e.g. suspected negligence, mistreatment or abuse of patients; the quality of care provided
 - Concerns about the professional or clinical practice or competence of staff
 - The treatment of other staff, including suspected harassment, discrimination or victimisation
 - Health, safety and environment issues
 - Suspicion or knowledge of theft, fraud, corruption, bribery allegations or other financial malpractice
 - Employment standards and/or working practices
 - Criminal offences or miscarriages of justice
 - Failure to comply with any other legal obligation
 - Deliberate concealment of any of the above

Information Governance

- To be fully aware of and committed to all Policies, Procedures and Initiatives relating to Information Governance - this will include, but not limited to, Data Quality improvements, Confidentiality and Information Security
- To take personal responsibility for safeguarding and ensuring the quality of information.

Behaviour

The post holder will be expected to:

- Support the aims and vision of the Trust

- Act with honesty and integrity at all times
- Be a positive ambassador for the Trust
- Demonstrate high standards of personal conduct
- set an example and encourage openness and honesty (particularly in reporting incidents and near misses) and will actively foster a culture of learning and improvement
- Value and respect colleagues, other members of staff and patients
- Work with others to develop and improve our services
- Uphold the Trust's commitment to equality and diversity
- Take personal responsibility for their words, deed and actions and the quality of the service they deliver

Job Review

This job description will be reviewed periodically to take into account changes and developments in service requirements. Any changes will be discussed fully with the post holder.

Signature of Post Holder:

Date:

Signature of Manager:

Date:

LANCASHIRE TEACHING HOSPITAL NHS FOUNDATION TRUST

PERSON SPECIFICATION

POST: Discharge Facilitator Team Co-ordinator

Band: 4

DIRECTORATE / DIVISION: Corporate Services

| ATTRIBUTE | ESSENTIAL | DESIRABLE | HOW ASSESSED |
|---------------------------------------|--|---|---|
| Qualifications & Education | <ul style="list-style-type: none"> Educated to GCSE standard or equivalent with Grade C or above in Maths and English | <ul style="list-style-type: none"> Supervisory or Management qualification | <ul style="list-style-type: none"> Application form Interview |
| Knowledge & Experience | <ul style="list-style-type: none"> Experience of working under pressure and managing a large workload Knowledge of NHS performance reporting/targets Substantial working as a discharge facilitator or similar role. Working with Electronic patient record systems Experience of team development/management | <ul style="list-style-type: none"> Supervisory /team leader experience Previous NHS experience Knowledge of specialist service pathways such as cancer, renal and other tertiary services. | <ul style="list-style-type: none"> Application form Interview Assessment |
| Skills & Abilities | <ul style="list-style-type: none"> Excellent interpersonal and communication skills Able to use own initiative and work without supervision Able to prioritise work and work of others, meeting non-negotiable timescales Ability to liaise and coordinate with internal departments and external organisations Ability to deal with difficult situations with tact and diplomacy | <ul style="list-style-type: none"> A sound understanding and operational experience of clinical systems i.e. Flex Qlikview experience Liquid Logic experience Rota management | <ul style="list-style-type: none"> Application form Interview Assessment |

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| | <ul style="list-style-type: none"> • Negotiation, customer service and interpersonal skills. • Excellent organisational skills | | |
| Values & Behaviours | <ul style="list-style-type: none"> • Flexible to meet the needs of the service • Drive, commitment and conscientious approach to work • Proven reliability, excellent timekeeping and attendance record • Ability to work as part of a team and on own initiative | | |