

## Job Description

<b>Job Title:</b> Discharge Case Manager – Essex & Suffolk Elective Orthopaedic Centre (ESEOC)	<b>Grade:</b> Band 4
<b>Accountable to:</b> Head of Care	
<b>Reports to:</b> Ward Manager	
<b>Responsible for:</b> Managing a patient caseload-ensuring elective Orthopaedic patients are discharged in a timely manner with appropriate level of support, promoting a home first ethos. Working alongside the nursing and therapy team.	
<b>Key Relationships with:</b> <b>Internal:</b> Ward staff , Therapies, medical team , , community hospital <b>External:</b> Social care , Voluntary services , CCG , other NHS Trusts	
<b>Job Summary</b>  <p>You will be required to carry out a wide range of duties to support the elective Orthopaedic team in the delivery of a high quality care and effective discharge planning. The emphasis for the role is to manage and direct under supervision of a registered nurse the gathering of accurate and detailed information to support discharge plans over a seven day period. You will need to communicate with patients about discharge plans as well as the ward/MDT staff.</p> <p><b>Key responsibilities:</b></p> <ul style="list-style-type: none"> <li>• To maintain up-to-date knowledge of elective Orthopaedic discharge pathways including the DOH Hospital Discharge policy and to be a point of reference within the department for other members of the MDT regarding discharge.</li> <li>• To be an advocate for the patient and their family in order to promote a safe and timely discharge , empowering patients to make decisions about their own care and encourage them to exercise their rights and choices, signposting them to relevant community support and escalating any risks to registered clinicians</li> <li>• To manage and prioritise own case load to ensure patients discharge is appropriate to needs and is completed in a timely manner</li> <li>• To work as part of the integrated discharge team to support discharge planning and system flow within a seven-day service-optimising patient's independence.</li> <li>• Ensuring referrals are accurate and detailed to reflect patient's current needs, including those to external agencies i.e. Reablement etc. and that response times by those services are monitored and delays are identified and support given to junior staff in the escalation process.</li> <li>• Ensure accurate patient records maintained and electronic records are kept live and up to date. Reflecting and promoting the Criteria to Reside</li> <li>• Have a good working knowledge of the mental capacity act and its implications for discharge</li> <li>• Identify, progress chase and monitor delayed discharges and lost bed days within the patient journey and referrals.</li> <li>• To work on own initiative to ensure discharge planning for Orthopaedic patients commences as soon as possible after admission.</li> <li>• To attend and actively participate in daily Board Rounds in order to facilitate robust discharge planning with MDT.</li> <li>• To support the induction and training of newly appointed and existing staff in regards to discharge.</li> <li>• Provide concise handovers to other members of the Ward MDT.</li> <li>• To maintain oversight of own teams pressures and responsibilities escalating any issues as appropriate.</li> <li>• To establish and maintain working relationships and effective communication across a range of internal and external stakeholders including: Transfer of Care Hub, Ward staff, Matrons, site operation, Pharmacy Service,</li> </ul>	

Physiotherapy and Occupational Therapy Services, Doctors, Nursing and Residential Care Homes, Voluntary support services and any other relevant teams or services.

### **Service Delivery and Improvement**

- Actively participate in reflection to ensure best working practice
- To routinely review and reflect on own practice and performance through regular participation in supervision and appraisal
- To regularly support surveys, audit, analysis or research to support service development and ensure data quality.
- To work closely with members of the clinical and non-clinical teams across the Trust in developing policies and procedures to ensure seamless management of patients across all departments.

### **General**

- To be responsible for complying with Trust and local Safeguarding policies and procedures.
- To be responsible for the quality of data recorded. The data should be accurate, legible (if hand written), recorded in a timely manner, kept up to date and appropriately filed.
- All employees must comply with the East Suffolk & North East Essex Foundation Trust Equality and Diversity Policy and must not discriminate on the grounds of sex, colour, race, ethnic or national origins, marital status, age, gender reassignment, disability, sexual orientation or religious belief.
- Employees have a responsibility to themselves and others in relation to managing risk and health and safety, and will be required to work within the policies and procedures laid down by the East Suffolk & North East Essex Foundation Trust. The Trust seeks to establish a safe and healthy working environment for its employees and operates a non-smoking policy.
- All employees have the right to work in an environment which is safe and to be protected from all forms of abuse, violence, harassment and undue stress. All employees are responsible for helping to ensure that individuals do not suffer harassment or bullying in any form. All employees will be personally accountable for their actions and behaviour in cases of complaint of harassment or bullying.
- All staff have a responsibility to contribute to a reduction in the Trust's carbon footprint and should pro-actively reduce and encourage others through own actions to reduce their contribution to carbon emissions. This includes switching off electrical appliances that are not in use, turning down heating, closing windows, switching off lights and reporting carbon waste etc.

Prepared By:

Date: