

Person Specification

Job Title: Discharge Case Manager

Band: 4

Criteria	Essential	Desirable
Experience	<ul style="list-style-type: none"> Working in a busy working environment as part of a large team Proven ability to maintain confidentiality and discretion at all times when dealing with highly sensitive information Ability to prioritise an unpredictable work load and work to time scales in a fast pace environment without losing attention to detail Evidence of ability to take a lead in day to day activities 	<ul style="list-style-type: none"> Previous experience of a co-ordinator role Previous experience in interagency and customer liaison. Previous experience in a healthcare environment
Qualifications	<ul style="list-style-type: none"> GCSE grade 5/C or equivalent in English and Maths Relevant NVQ level 3 or equivalent apprenticeship or other qualification. 	<ul style="list-style-type: none"> Evidence of Previous further study
Knowledge	<ul style="list-style-type: none"> Understanding of the DOH Hospital discharge Policy – including discharge pathways / criteria to reside Knowledge of the Mental Capacity Act and implications for discharge Use of Microsoft office including excel 	<ul style="list-style-type: none"> Understanding of medical terminology
Personal Skills	<ul style="list-style-type: none"> Confident and articulate; not afraid to ask questions and determine the right approach for any given task Able to solve complex problems Good organisational skills Able to plan and prioritise effectively and work within defined deadlines Flexible and able to work effectively as part of a team Excellent communication skills(written and verbal) to deal with complex or sensitive information Ability to support and junior colleagues 	<ul style="list-style-type: none"> Driver with access to a vehicle Evidence of leadership qualities