



**University Hospitals
of North Midlands**

NHS Trust

Job Description and Person Specification

**PROUD
TO
CARE**



Join the UHNM Family

University Hospitals of North Midlands NHS Trust is one of the largest and most modern in the country. We serve around three million people and we're highly regarded for our facilities, teaching and research.

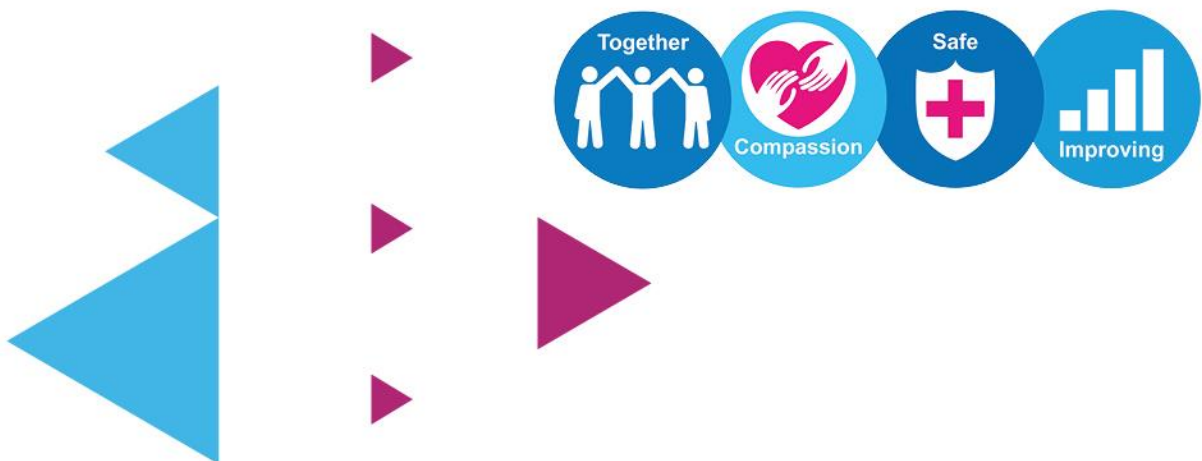
The Trust has around 1,450 inpatient beds across two sites in Stoke-on-Trent and Stafford. Our 11,000 strong workforce provide emergency treatment, planned operations and medical care from Royal Stoke University Hospital and County Hospital in Stafford.

We are a specialist Major Trauma Centre for the North Midlands and North Wales. Happy staff make for happy patients, and with the help of both we have put together a wide range of development and support packages aimed at ensuring that everyone at the Trust has the opportunity to fulfil their potential and meet their aspirations as well as the tools to provide great care.

Our mission to provide the very best health care includes recruiting the best people. Our goal is to be a world-class centre of achievement, where patients receive the highest standards of care and the best people come to learn, work and research.

The Trust also has a vibrant charity arm, UHNM Charity, which provides funds to enable University Hospitals of North Midlands NHS Trust to purchase state-of-the-art medical equipment and to enhance and improve patient experience and comfort.

Many of our staff are passionate about the service they provide and want to be part of something special. You can find out more about how our staff and patients are helping to improve the health, comfort and hospital experience of local people every day at www.uhnmcharity.org.uk



Values & Promises

We have four core values and promises that were co-created by our staff, patients and carers.



Together

- We are a Team – I will be considerate, help others to achieve our goals and support others to make positive changes
- We are Appreciative – I will acknowledge and thank people for their efforts and contributions
- We are Inclusive – I will be open and honest, welcome people's views and opinions and involve people in decisions that affect them



Compassion

- We are Supportive – I will be empathetic and reassuring. I will support and encourage people when they need it
- We are Respectful – I will treat people fairly, with respect and dignity, protect their privacy and help them to feel comfortable
- We are Friendly – I will be welcoming and approachable. I will make eye contact, say hello and introduce myself #hellomyname is



Safe

- We Communicate Well – I will explain clearly, share relevant and timely information and keep people updated
- We are Organised – I will plan ahead, manage my time well and be prompt in what I do
- We Speak Up – I will contribute to ensuring healthy and constructive feedback for all so we can feel safe to challenge inappropriate care and behaviour and promote our values



Improving

- We Listen – I will welcome people's views and ideas, invite people to ask questions and share their opinions and respond to what I hear
- We Learn – I will share best practice, celebrate good performance and support others to use their skills, learn and grow
- We Take Responsibility – I will have a positive attitude, act and encourage people to take the initiative and make improvements

Division: Network Services Division

Job Title: Discharge Facilitator

Band: 3

Location: Royal Stoke

Hours: 37.5

Managerially accountable to: Ward Sister/Charge Nurse

Professionally accountable to: Matron

Role Summary

- To assist qualified nurses to plan and facilitate a timely discharge process for patients from point of admission to the ward environment to the discharge of patients to their own home or alternative care facilities.
- To ensure that the Bed Management Tool is accurately completed.
- The main duties described in this job profile will be undertaken under the supervision of a Registered Nurse within the defined ward area.

Key Areas/Tasks

- Ability to work as part of a team liaising with inter-disciplinary team members regarding the planning of discharge for relevant patients.
- Ensure completion and delivery of relevant documentation to assist with the discharge process.
- Communication with patients, relatives and other staff members concerning issues related to discharge planning. Ability to deal with communication issues.
- Liaise with other agencies/patients/relatives in order to provide effective communications to assist with timely discharge of patients.
- Completion of relevant patient documentation in order for an effective discharge process.
- Ensure that the Bed Management Tool is updated, as required, to reflect the changes of capacity/patient status within the ward environment; this will include estimated dates of discharge for all patients.
- Communication with a range of clinical and non-clinical staff concerning the discharge process for patients.
- Good level of NVQ level 2 in care.
- Extensive knowledge of community services and social care.
- Computer and keyboard skills.

- Numeracy and literacy skills.
- Ensure that the social circumstances / discharge arrangements of each patient have been assessed and documented within 24 hours of a patient being admitted to the ward environment.
- Monitor the progress of referrals/assessments that are required to assist with the discharge process.
- Follow up any outstanding requests that are causing a delay with the discharge process for the patient.
- Analysis of delayed discharges within the ward environment. Planning & Organisational Skills
- Facilitate the process of requesting TTO's / Transport/ Discharge Summary to assist with a timely discharge and avoidance of any delays.
- Ensure that all relevant paperwork is completed by the appropriate persons to ensure an efficient and timely discharge.
- Ensure that all relevant tests have been requested and are expedited where required to assist with the discharge process.
- Liaise with other care establishments to expedite any referrals or assessments that have been requested including the repatriation of patients.
- Provide an accurate account of the capacity within the ward environment to reflect both possible and actual discharges.
- Responsible for the provision of a list of patients who could move from the ward environment in order to accommodate more specialist patients. This will be required on a daily basis after consultation with clinical staff.
- Ensure that any patients within the ward environment requiring specialist beds are identified and moved accordingly after consultation with both the ward staff and the Divisional Flow Manager.
- Awareness of expected admissions, both elective and emergency to the ward environment, liaise with both the nurse in charge of the ward and the Divisional Flow Manager to facilitate and plan for the admission of these patients.
- May be required to prepare bed spaces in order for the admission of patients.
- Operating telephone and computers.
- Assist the Registered Nurses to maintain accurate record keeping regarding the discharge process for each patient.
- Provide all patients with a leaflet explaining the discharge process as per hospital policy.
- Liaise direct with patients and their carers regarding the discharge process.
- To ensure that the discharge policy is adhered to at all times.
- Highlight any issues to the Directorate Management Team and/or Divisional Flow Manager that may affect the discharge process, for example therapy services and delays in test results/referrals. Responsibility for Human Resources
- Participate in the training and induction of new staff, attending training and development events in support of the role.
- Report any incidents in accordance with Trust policy.
- All admissions/discharges/transfers need to be documented for audit purposes.
- Responsible for collating information on delayed discharges.

- Participate in staff surveys as necessary.
- Adhere to all legislation and Trust policies in the provision of staff and visitor services.
- Work in accordance with laid down procedures and standards referring matters to Line Manager as necessary.
- Manage own area of responsibility in conjunction with Line Manager.
- Skills required for communicating includes computer and telephone usage.
- Concentration in checking that the Discharge Policy is followed.
- Working under pressure in a busy environment.
- At times may have contact with distressed patients or relatives.
- Working in a busy ward environment

Personal/Professional Development

- To take every reasonable opportunity to maintain and improve your professional knowledge and competence.
- To participate in personal objective setting and review, including the creation of a personal development plan and the Trust's appraisal process.

Health and Safety

- To take reasonable care for your own Health and Safety and that of any other person who may be affected by your acts or omissions at work.
- To co-operate with University Hospitals of North Midlands (NHS) Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to.
- To comply and adhere to individual and role specific responsibilities as stated in the Trust Health and Safety Policy (HS01) and all other Health and Safety related policies.

Equality and Diversity

UHNM is committed to the implementation of the Equality, Diversity and Inclusion Policy Which ensures equal opportunities for all. UHNM is also committed to embracing diversity and eliminating discrimination in both its role as an employer and as a provider of services. It aims to create a culture that respects and values each other's differences, promotes dignity, equality and diversity and encourages individuals to develop and maximise their potential. All staff are required to observe this policy in their behaviour to other workers and patients/service users

Infection Prevention

Infection Prevention is the obligation of every employee both clinical and non-clinical at the University Hospitals North Midlands NHS Trust. Driving down healthcare associated infection is everyone's responsibility and all staff are required to adhere to the Trust's Infection Prevention policy.

All staff employed by the UHNM Trust have the following responsibilities:

Trust Dress Code

- Trust approved uniform/dress code must be adhered to.
- When in clinical areas **all** staff must be bare below the elbow, without wrist watches, stoned rings, wrist jewellery, false nails, nail polish or plaster casts.
- No personal bags to be worn during clinical duties.

Hand Hygiene

- Decontaminate your hands as the per 'The five moments of hand hygiene'.

Own Practice

- Lead by example
- Encourage and praise good practice
- Be prepared to accept advice about your own practice

Decontamination

- Ensure that equipment you have been using or about to use has been decontaminated effectively
- Ensure that you are aware of the Trust approved cleaning products, and follow a safe system of works

Trust Policies

- Ensure that you know and strictly follow relevant Infection Prevention policies for your role and apply standard precautions at all times, which is available in the Infection Prevention Manual on the UHNM intranet.

Data Protection Act, General Data Protection Regulation (GDPR) and the NHS Code of Confidentiality

All staff are responsible for ensuring they are familiar with and adhere to the Trust's policies, procedures and guidelines with regards to the Data Protection Act, General Data Protection Regulation (GDPR) and the NHS Code of Confidentiality. This includes confidentiality, information security, cyber security, secondary use and management of records.

Staff have a responsibility in protecting the "rights and freedom" of natural persons (i.e. live individuals) and to ensure that personal data is not processed without their knowledge, and, wherever possible, that it is processed with their consent. Processing includes holding, obtaining, recording, using and disclosing of information and applies to all forms of media, including paper and images. It applies to both patient and staff information.

Hence staff must ensure confidentiality is maintained at all times, data is recorded accurately and you only access this information as part of your job role.

Safeguarding Children, Young People and Adults with care and support needs

All staff are responsible for ensuring that they are familiar with and adhere to the Trusts Safeguarding Children and Adults policies, procedures and guidelines. All health professionals who come into contact with children, parents, adults with care and support needs and carers in the course of their work have a responsibility to safeguard and promote their welfare as directed by the Children Acts 1989/2004 and the Care Act 2014. Health professionals also have a responsibility even when the health professional does not work directly with a child or adult with care and support needs but may be seeing their parent, carer or other significant adult.

All staff are required to attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to their role.

This job description is not intended to be an exhaustive list and may be subject to change from time to time. All documents referred to throughout this Job Description can be found on the Trust's intranet, or alternatively copies can be obtained from the Human Resources Directorate.

Sustainability



Sustainability and Corporate Social Responsibility are fundamental to the way the University Hospitals of North Midlands NHS Trust (UHNM) work. The Trust has developed a Sustainable Development Management Plan (SDMP): '*Our 2020 Vision: Our Sustainable Future*' with a vision to become the most sustainable NHS Trust by 2020. In order to achieve this, we need the support of all staff. As a member of staff, it is your responsibility to minimise the Trust's environmental impact and to ensure that Trust resources are used efficiently with minimum wastage throughout daily activities. This will include minimising waste production through printing and photocopying less, reducing water waste and when waste is produced, it is your responsibility to segregate all clinical waste correctly and recycle. Switch off lights and equipment when not in use, report all faults and heating / cooling concerns promptly to the Estates Helpdesk and where possible minimise business travel. Where the role includes the ordering and use of supplies or equipment the post holder will consider the environmental impact of purchases.

SWITCH to a Sustainable UHNM is a campaign that focuses on the sustainability of the Trust and how we can use resources more effectively to provide better patient care, improve our health and work place. SWITCH is looking to recruit as many Champions as possible to help to bring the campaign to colleagues in their departments / wards and bring SWITCH to life. If you are interested in becoming a SWITCH Champion please contact switch@uhns.nhs.uk

Disruptive Incident & Business Continuity

The Trust needs to be able to plan for, and respond to a wide range of incidents and emergencies that could affect health or patient care. These could be anything from severe weather to an infectious disease outbreak or a major transport accident.

All staff are required to have an awareness of the Trust's business continuity arrangements, as a minimum. All staff will be required to;

- To know how to identify a business continuity incident and the method for reporting;
- To have an awareness of local business continuity arrangements;
- To participate in awareness, training and exercises, as required;

In the event of a disruptive incident, all Trust employees will be required to attend work if they are fit and well and able to do so in line with a Trust risk assessment. Those who are clinically qualified will be required to work flexibly across the Trust to meet the service need in clinical areas. This will include front line clinical staff who will be expected to cover alternative duties as and when required in order to ensure that all essential services are maintained.

Signed Employee _____ Print _____ Date _____

Signed Manager _____ Print _____ Date _____



Discharge Facilitator

Person Specification

	Specification	Criteria		Evidence
		Essential	Desirable	
Essential Qualifications	<ul style="list-style-type: none">NVQ level 2	✓		
Knowledge, Skills, Training and Experience	<ul style="list-style-type: none">Knowledge of community services and discharge processes	✓		
Personal Qualities	<ul style="list-style-type: none">Effective interpersonal SkillsReliable, flexible, adaptable	✓ ✓		