

Discharge Co-Ordinator

Service	Reporting to	Location	Grade
Adult Social Care - Hospital & Intermediate Care	Rachel Dodge	St. James House	2C

About the role

- To undertake tasks associated with supporting discharges from the Bevan Unit under the guidance and instruction from CAO's and Social Workers in the Intermediate Care Social Work team. Tasks include care home finding for those who require 24-hour care and supporting with tasks that will facilitate a prompt discharge from the Bevan Unit.
- The role of the Discharge Coordinator is to ensure that Patients have a seamless journey and discharge and that the Patients Pathway is effectively managed.
- You will be responsible for liaising with Adult Social Care and the wider MDT to ensure effective communication is maintained and appropriate and early escalation of issues relating to discharge.
- You will support the safe and timely discharge/transfer of patients, working with the Intermediate Care team to establish Patient needs, monitor pathways, plan and help deliver a safe discharge.
- You will communicate effectively with Patients, Families and the wider MDT and assist with completion of timely referrals.
- You will support to co-ordinate daily discharges and undertake associated tasks as directed by the Adult Social Care team.
- You will maintain information of expected discharge dates and discharge criteria pathways, whilst developing knowledge of discharge planning and having experience of working in a multi-disciplinary team.

Key outcomes

- Communicate effectively with dignity and respect to all patients, relatives and others considering potential barriers to understanding.
- Communicate effectively with colleagues, providing clear verbal, digital or written information and instructions when sharing information, delegating or handing over responsibility for care.
- Recognise and report any situations, behaviours or errors that could result in poor care outcomes.
- Report accidents, incidents, near misses or complaints following Trust policies/procedures.
- Contribute to a culture where all staff feel safe to raise their concerns [and that] speaking up about what these are a normal part of their routine.
- Key working relationships with Social care, therapy & nursing, residential/nursing home staff as well as the wider multidisciplinary team. Patients/relatives/carers, visitors and other partner organisations e.g. residential/nursing homes, domiciliary care agencies district nurses, GP practices.
- Manage the discharge of an identified group of patients to ensure flow is maintained.
- Manage own workload and prioritise tasks, work in conjunction with Adult Social Care staff and the wider MDT to undertake tasks associated with ensuring a timely discharge.
- Provide compassionate, safe and effective care and support to patients in a range of care settings.
- Support patients to improve and maintain their mental, physical, behavioural health and well-being.
- Promote comfort and well-being by ensuring that patients' personal and social needs are met and to work in a strength's-based manner.
- Provide and receive sensitive information concerning a patient's medical condition and social circumstances.
- To implement and evaluate the discharge needs of patients and to refer for the provision of these care needs to appropriate members of the multi-disciplinary team.
- Participate in MDT and discharge planning meetings. Update and implement daily discharge plans for a group of patients ensuring timely and safe patient discharge.
- Responsibility for Information Resources; to Maintain accurate, contemporaneous patient records in line with Trust policy.
- Contribute to the maintenance of the learning environment.
- An Reflective approach to own practice with a view to continually improve.
- Undertake further training as required, prior to carrying out any additional duties identified as relevant to role, to comply with Trust policies and procedures.

- Demonstrate accountability for own actions. Work within own level of assessed competence and participate actively in training and assessment. Take personal responsibility for booking and participating in all statutory and mandatory training required for the role and maintain clinical skills and competencies necessary for the role.
- Follow written policies, protocols/operating and discharge procedures and patient treatment/care plans, ensuring provision of a safe and therapeutic environment.
- Work with the Adult Social Care team and engage with other agencies and community teams to ensure a safe, individualised approach to the admission and discharge of patients.
- To supervise and train junior members of staff, aiding their learning and development of safe and timely discharge planning.
- Liaise with Pharmacy when required regarding discharge medication.

What we need from you

- GCSEs Grade C or above in Maths and English Language / New GCSE Grade 4-9 in Maths and English Language OR Functional Skills Level 2 in Maths and English or Equivalent
- NVQ Level 3 in Health & Social Care
- Specific knowledge of patient flow/discharge processes.
- Ability to take part in reflective practice and clinical supervision activities.
- Ability to organise and prioritise own delegated workload.
- Ability to deal with non-routine and unpredictable nature of workload and individual patient contact.
- Ability to communicate effectively (written, verbal and non-verbal communication) with patients/relatives and carers and all members of the multi-disciplinary team.
- Ability to develop effective and appropriate relationships with people, their families, carers and colleagues
- Have effective time management skills and the ability to prioritise.
- Maintain high standards of quality in corporate and clinical record keeping ensuring information is always recorded accurately, appropriately and kept up to date.
- Positive approach to work.
- Capacity to work with colleagues at all levels
- Open minded, treats colleagues and the general public with dignity and respect
- Compassionate and caring

What we can offer you

Your ongoing professional development and success in your role is important to us, and that is why we provide a variety of learning and development opportunities. Within the sections below you will find development options tailored to you which will enable you to further develop your existing skills and learn new ones at a pace that suits you best. If you are joining us now, your development will form part of ongoing discussions with your manager.

If you are an existing employee, you should use your Personal Development Reviews to discuss your development with your manager and create your development journey. It's important you also take full advantage of any informal learning available to you during the course of your work.

Online learning

Develop your knowledge across a wide range of areas through our Me-Learning platform, with over 200 free courses to choose from. To have the best possible start and comply with current legislation, you must complete the following modules: Welcome to Salford, Health and Safety in the Office, GDPR, Equality Essentials, and Safeguarding Children and Adults. You may also benefit from a variety of courses in categories such as Business Skills, IT and Project Management which are available to learn at your own convenience and pace.

Professional Development

Gain role specific skills and time to learn through a wide range of development opportunities. Learn whilst working and get support towards your qualification through an apprenticeship standard. Access professional development ranging from entry level to master's type qualifications, including achieving a role appropriate qualification. Details can be found on [the Institute of apprenticeships](https://www.instituteofapprenticeships.com/) website.

A digital organisation

Developing your digital skills

Our ambition is to provide our workforce with the right level of digital capabilities needed to be successful. Whatever your current digital abilities are, we can provide development ranging from essential workplace skills to specialist workplace skills. These will be delivered through our Digital Skills Academy using both self-directed and guided learning opportunities to enable you to develop. Additionally, you can access free online courses through the [iDea website](#).

Sharing your digital skills

Our goal is to support you to share your digital knowledge with other people. Our Digital Eagles programme has been designed to cover basic digital skills and build your confidence to assist others. By the end of this programme you will join hundreds of staff members who already are digital eagles, and be able to help colleagues, customers, residents, or people in your personal life with all things digital.

Our organisation's values

We have four values: Pride, Passion, People, Personal responsibility.

[Our four values](#) are central to the way we communicate about the council and the way in which we behave with colleagues, customers, and partners - so that we live and breathe our values each day.

Our values



Pride

Passion

People

Personal responsibility

Application guidance

We are a values-based organisation so reflecting our values or a values-based approach in your evidence will support your application.

The different sections of this role profile are there to give you an understanding of the purpose of the role. The 'what we need from you' section outlines the minimum criteria you will need to meet within your application.

Role details

Job code:FCM00107

Job score: 381

#HappytoTalkFlexible



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