

Candidate Information Pack

Including Job Description & Person Specification



Croydon Health Services provides integrated NHS services to care for people at home, in schools, and health clinics across the borough as well as at Croydon University Hospital and Purley War Memorial Hospital.

CUH provides more than 100 specialist services and is home to the borough's only Emergency Department and 24/7 maternity services, including a labour ward, midwifery-led birth centre and the Crocus home birthing team.

Purley War Memorial Hospital (PWMH) in the south of the borough offers outpatient care, including diagnostic services, physiotherapy and ophthalmology services run by Moorfields Eye Hospital, alongside an onsite GP surgery.

Our experienced district nursing teams, Allied Health Professionals and community matrons look after for people of all ages across Croydon and our Children's Hospital at Home cares for children with long-term conditions without them having to come to hospital.

We are a very close-knit and friendly organisation where everyone of our 3600 members of staff is valued. We strongly believe that our employees are our greatest asset.

Join us and be a part of the team that is making Croydon proud.



Our values

We will always be **professional**, **compassionate**, **respectful** and **safe**.

Professional

- Set ourselves very high standards and share best practice
- Keep our uniforms smart, and be professional and consistent in our approach
- Work in partnership to best support our community's needs
- Use resources wisely without compromising quality or safety

Compassionate

- Treat everyone as we would want to be treated ourselves
- Demonstrate kindness, dignity, empathy and compassion
- Make time for the people we are caring for, to understand their needs and wants
- Organise our services to give people the best possible experience of care

Respectful

- Be courteous and welcoming, and introduce ourselves
- Value the diversity and needs of everyone
- Always involve people in decisions about their care, listening to and respecting their wishes
- Appreciate the contribution that staff from all backgrounds bring to our services

Safe

- Be open and honest in everything we do, sharing what we do well and admitting our mistakes, to constantly improve our care
- Protect the confidentiality of those in our care and show sensitivity to people around us
- Feel free to raise concerns so we are always learning
- Make time for training and development and support research so people always receive the highest standards of care.



JOB DESCRIPTION

JOB TITLE	Patient Flow Coordinator
DIRECTORATE	ICORS
DEPARTMENT	Integrated Patient Flow Team
BAND	3
RESPONSIBLE TO	Head of Service & Operations Manager
ACCOUNTABLE TO	Associate Director of Operations
RESPONSIBLE FOR	N/A

JOB SUMMARY

Will be competent within their scope of practice and provide compassionate care and therapy to agreed quality standards.

Maintain momentum of discharge planning throughout the entire process; supporting and working in partnership with other members of the Complex Discharge Team, Ward Multi-Disciplinary Team (MDT) and Community partners, constructively challenging where appropriate, decisions with regards to discharge planning.

To undertake baseline assessments in partnership with other members of the MDT and ensure that the patient is kept informed of their discharge plans at all times.

Represent the Integrated discharge team at ward daily board rounds

Provide effective & timely communication of discharge actions using existing communication tools.

Will be expected to undertake a range of duties without direct supervision but will be required to report back on those delegated duties to the ward team and case manager.

Will be competent to work across multi- professional disciplines and make referrals for additional assessments and treatments as required, supported by the case manager.

Promoting the use of the discharge lounge

MAIN DUTIES AND RESPONSIBILITIES

Clinical and Professional

1. To work as part of the ward team ensuring effective communication across all departments



2. To communicate effectively with patients, carers, visitors and other staff members at all times to ensure all are aware of pathway progression and discharge plans
3. Communicate with the bed management team on planned discharges for the day (following day)
4. To be on a rota for the 'duty telephone' and log calls and ensure allocation of cases.
5. Work with Directorate teams to escalate areas of concern or worries around practice or discharge delays
6. To ensure that the dignity and respect of the patient is maintained at all times, supporting the Trust's Values and behaviours
7. To attend board rounds, ward rounds and MDT meetings and take action to expedite investigations and treatments to support pathway progression.
8. Liaise with the medical and pharmacy teams, to ensure that all medications are prescribed and dispensed 24hrs prior to discharge
9. Liaise with the social services team, as directed, completing the notification to assess and discharge as appropriate
10. Communicates with family and care homes to ensure suitable clothing is brought in for a safe and timely discharge.
11. Identifies and communicates with Therapy team to ensure promoting of the re-enablement process.
12. To be responsible for ensuring and maintaining effective infection control techniques in line with Trust Infection Control policies, including approved hand-washing technique.
13. To challenge those who do not adhere to the correct infection control procedures when observed.
14. To answer the telephone in a professional manner and refer callers onto the appropriate member of staff as necessary
15. To accurately document all communication with family, carers and external agencies in relation to the discharge process.
16. To take appropriate action in a clinical emergency
17. To report any clinical incidences to the Registered Nurse immediately or via the Datix system.
18. To be a part of a 7 day working pattern as the service continues its re-design and transformation directive.



GENERAL

The following statements must be included (within the exception of 7 which only applies to clinical staff and 9, which only applies to posts that require professional registration).

1. To work in accordance with the Trust's Values to consistently demonstrate the behaviours required. The postholder is required to carry out his/her role in accordance with the organisation values, standards and behaviours, in a Professional, Compassionate, Respectful and Safe way.
2. To ensure that Croydon Health Services Trust's policies and procedures are adhered to.
3. To have responsibility for the Health, Safety and Welfare of self and others and to comply at all times with the requirements of the Health and Safety Regulations and the Trust's Health and Safety policies and procedures.
4. To ensure confidentiality at all times, only releasing confidential information obtained during the course of employment to those acting in an official capacity in accordance with the provisions of the Data Protection Act and its amendments.
5. To work in accordance with the Trust's policies to eliminate unlawful discrimination and promote equality and diversity in the workplace. To positively promote at all times equality of opportunity in service delivery and employment in accordance with Trust policies, regardless of age, disability, race, nationality, ethnic or national origin, gender, religion, belief, sexual orientation or domestic circumstances.
6. To adhere to the Trust Infection Control Policy, procedures and guidelines, and in particular practice strict hand hygiene at all times while carrying out clinical duties, in line with the responsibilities placed on employees by the Health Act 2006: Code of Practice for the prevention and control of healthcare associated infections (HCAIs). The prevention and control of HCAIs must be embedded into everyday clinical practice and applied consistently.
7. All clinical staff hold responsibility for ensuring they have sound knowledge of standard infection control precautions and that no omission on their part or within the sphere of their responsibility is detrimental to the interests or safety of their patients, visitors and colleagues. Clinical staff must keep their infection control knowledge and skills up to date by attending the Trust's mandatory infection control training, a record of which will be kept and information provided to line managers as required.
8. To comply with the Trust's Safe Guarding Children and Vulnerable Adults policies, procedures and protocols. All individual members of staff (paid or unpaid) have a duty to safeguard and promote the welfare of children, young people and vulnerable adults This will require you to:
 - Ensure you are familiar with and comply with the London Child Protection Procedures and protocols for promoting and safeguarding the welfare of children and young people.
 - Ensure you are familiar and comply with the Croydon Multi Agency Safeguarding Vulnerable Adults Pan London Procedures.
 - Ensure you are familiar and comply with local protocols and systems for information sharing.
 - Know the appropriate contact numbers and required reporting lines.
 - Participate in required training and supervision.
 - Comply with required professional boundaries and codes of conduct

NOTE:

- A child is someone under the age of 18 (this would include unborn children).



- A vulnerable adult is 'someone who is or may be in need of community care services by reason of mental or other disability, age or illness; and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation' (this includes carers).

Copies of the Protocols and Procedures are available on the Trust Intranet under Child Protection. Staff are advised on how to access the appropriate contact numbers and the Protocols and Procedures when attending Safeguarding training. Updates and revisions are notified to all staff via 'What's New'.

9. To work within the relevant Professional Bodies Code of Professional Conduct and Scope of Professional Practice.
10. Budget Holders are responsible for adherence to Standing Financial Instructions
11. Managers are responsible for adherence of maintaining expenditure within budget and addressing deviations from budget
12. To undertake such other duties as may be reasonably required from time to time as are consistent with the responsibilities of the post.

You are the difference –Staff Pledges

All staff are expected to demonstrate a considerate and respectful attitude.

I will always introduce myself to patients and other staff "Hello my name is"

If I see that someone looks like they need help, assistance or they look lost – I will always – Can I help you?

If I can't help you I will always ensure that I refer you to someone who can

If I see behaviour that is inappropriate I will feel empowered and supported to always challenge it

This job description is not an exhaustive document, but is a reflection of the current position. The job holder may from time to time be asked to undertake other reasonable duties. Any change will be made in discussion with the job holder in light of service needs.

Job Description Agreement

This job description can be updated annually as part of the personal development plan.

This job description has been updated and agreed by:

Current post holder :

Date:

Line Manager:

Date



PERSON SPECIFICATION

JOB TITLE:

BAND:

DEPARTMENT:

DATE:

HEADINGS	ESSENTIAL	DESIRABLE	HOW TESTED
EDUCATION AND QUALIFICATIONS	Education to GCSE standard to include English		AF / IV
KNOWLEDGE AND UNDERSTANDING	Understanding of how complex organisations work Knowledge of patient administration systems (Cerner) Able to manage conflicting demands Able to communicate effectively with a range of Stakeholders, patients, relatives and carers Able to work effectively as part of a team but also able to work under own initiative Able to take instruction from senior staff Excellent organisation skills	Knowledge of spreadsheet use	AF / IV AF / IV AF / IV AF / IV AF / IV AF / IV
EXPERIENCE	Previous experience in caring/nursing setting (NVQ Level 3) Experience in acute hospital environment IT Literate		AF / IV AF / IV AF / IV
SKILLS/ABILITIES	Ability to manage own caseload. Good time management & organisational skills. Excellent written & verbal communication skills.		AF / IV AF / IV AF / IV



HEADINGS	ESSENTIAL	DESIRABLE	HOW TESTED
	<p>Ability to evaluate own performance, recognises own limitations.</p> <p>Assertive and self-reliant</p> <p>Non judgemental</p> <p>Flexible and open minded.</p> <p>Enthusiastic.</p> <p>Professional appearance</p> <p>Self driven, able to motivate others.</p> <p>Keen to work at Croydon Health Services</p> <p>Good health record.</p> <p>Good time keeping</p> <p>Practical approach to work environment</p>		<p>AF / IV</p> <p>AF / IV</p> <p>AF / IV</p> <p>AF / IV</p> <p>AF / IV</p> <p>AF / IV</p> <p>AF / IV</p> <p>AF / IV</p> <p>AF / IV</p>

A= Application T= Test I=Interview

