

## Job description for Band 6 Patient Admission Co-ordinator

### Recovering and Independence Beds – July 2022

#### About us – team NHFT

As a **health and wellbeing organisation** here at **team NHFT** we are dedicated to continually **innovate** and **strive to make a difference** to our community and those working for our Trust, we aim to serve the people of Northamptonshire and surrounding areas with **safe, quality care**. We deliver this from an understanding of our local healthcare needs, economy and the changing demands of our community.

**Our mission**, **making a difference for you, with you** was chosen by our staff and stakeholders. It means in everything we do and through every service we provide, we want to make a **positive difference in people's lives** – for **those we care for**, **those we work with** and **those who work with us**.  
**Everyone is part of our team.**

Our core strategy is to be an **employer of choice**, **a great place to work** and be known for a **diverse and inclusive culture** whose staff feel **valued**. We provide a range of NHS services including physical, mental health and specialty services provided in hospital settings and out in the community within schools, GP clinics and patients own homes.

Here at NHFT we pride ourselves on our 54321 roadmap, pictured here which encompasses our **PRIDE values**, **leadership behaviours**, **teams**, **enablers** and **our mission** all of which are driven by **our vision of 'being a leading provider of outstanding, compassionate care'**. We are extremely proud to say this has also been recognised by the Care Quality Commission (CQC) and our CQC rating of **Outstanding for team NHFT**.



## This role...

The post holder will be working without direct supervision to effectively manage the timely admission and flow of patients into Recovering Independence Beds. The post holder will also be part of an integrated multi professional inpatient team that includes a senior managerial colleagues, therapists and medical staff and wider trust and social care colleagues. The post holder will work closely with external health organisations such as primary and secondary care and other internal NHFT care providers such as intermediate care team, mental health teams, community nurses and nurse specialists to ensure the safe and timely admission to a bed ensuring that the service can meet the needs of the referred patients. The post holder will be expected to provide support to junior colleagues and assisting them in problem solving any issues relating to patient flow.

The post holder will have regular contact with external colleagues using a variety of communication methods including video and telephone conferencing, email and telephone and must have excellent communication and IT skills. The post holder will need to challenge any inappropriate referrals and provide appropriate feedback as required.

The post holder will be required to work closely with the unit team to ensure that any new patient needs can be met by reviewing their dependency and acuity levels against current patient's levels on the ward.

The role will involve some weekend working on a rota basis

Reporting to Nursing and Quality Lead for professional support the Service Manager for day to day management of the role.

## About you

Behaviours and Values	Knowledge and Experience
<ul style="list-style-type: none"> <li>• Approachable and accessible to colleagues and across the wider team, Trust and external organisations.</li> <li>• Ability to work in a flexible way and respond to change.</li> <li>• Ability to work in a fast paced and challenging environment.</li> <li>• Reliable and consistent in approach, demonstrating empathy and an open communication style with staff.</li> <li>• Encourage others to make decisions of their application of knowledge and skills.</li> <li>• Able to deal with interruptions/queries from colleagues throughout the day.</li> </ul>	<ul style="list-style-type: none"> <li>• Educated to post diploma/graduate degree level and registered with either Sub part 1, RN1: Adult Nurse, level 1 or RNA: Adult Nurse, level 1.</li> <li>• Experience and knowledge rehabilitation nursing and working within a multi-agency/disciplinary team and proven ability to maintain best practice is essential.</li> <li>• Ability to review referrals and check of blood results ensuring that the patient is suitable for admission is essential.</li> <li>• Post graduate qualification related to rehabilitation would be desirable.</li> <li>• Experience of delivering training and presenting to groups of people.</li> <li>• Experience of engaging and communicating effectively with people at all levels.</li> <li>• Experience of participating in audits.</li> </ul>
Skills and Abilities	
<ul style="list-style-type: none"> <li>• Excellent IT skills with ability to use a variety of electronic systems.</li> <li>• Ability to manage and deliver projects related to patient admissions.</li> <li>• Excellent interpersonal skills and the ability to utilize them to communicate effectively with internal and external partners.</li> <li>• Excellent time management and organizational skills.</li> <li>• Ability to work independently and as part of a team and organize a varied workload, meeting competing demands.</li> </ul>	<ul style="list-style-type: none"> <li>• Effective negotiation skills that demonstrates a flexible and patient friendly approach.</li> <li>• Ability to work in a busy, sometimes pressurised environment, prioritizing and working to deadlines.</li> <li>• Teach and support other colleagues undertaking this role.</li> <li>• Ability to deal with competing priorities on a daily basis.</li> <li>• Strong delegation skills, ability to engage and lead a team.</li> <li>• Ability to take a proactive approach to process and service improvement.</li> <li>• Be a car user and travel to other sites across the County as required for training and meetings.</li> </ul>



## About the role – linking with our 4 Leadership Behaviours

### ENGAGING PEOPLE/WORKING TOGETHER

- Responsible for assessing if patients are suitable for admission without direct supervision.
- Prioritise own work and that of others to ensure that patient admission flow is managed effectively and safely.
- Engage with MDT colleagues to plan for new admissions in a timely manner when there are discharges.
- To assist the team in monitoring dependency and acuity levels to ensure patients' needs can be safely and effectively and met.
- If patients aren't suitable for admission, signpost colleagues to other services that could meet the needs of the patient more appropriately.
- Share knowledge and experience within the team and others across the Trust and external partners on the admission criteria to ensure staff are fully aware.
- Ability to motivate self and others.

## TAKING RESPONSIBILITY

- Take responsibility for leading patient admission flow in accordance with agreed policies and practices and either accept onto the waiting list or feedback to referrer if patient isn't an appropriate referral.
- Co-ordinate and manage a central waiting list and consider unit dependency levels, staffing and bed availability and allocate patients as appropriate.
- Takes responsibility for their own actions and are bound by the Nursing Midwifery Council's Code of Professional Conduct: standards for conduct, performance and ethics, maintaining a current professional portfolio.
- Adheres to and actively promotes Trust policies and guidelines by all bands of staff.
- Practice in a confident and competent professional manner. Act as a credible clinical role model, providing evidence based clinical expertise to all staff.
- Update the Trust wide electronic escalation status and bed state as patients are admitted throughout the day in conjunction with the Nursing and Quality Lead/Service Manager.
- Participate in setting, implementing and reviewing standards for practice and evaluating outcomes as part of the quality improvement initiatives.
- Maintain and monitor a safe and clean environment within the clinical area in accordance with the Trust Health and Safety, Clinical Risk and Infection Control Policies.
- Assist in facilitating the teaching, mentoring and assessment of team members and other disciplines.











## BEING AUTHENTIC

- Be a role model of the leadership behaviours that build engaged staff and teams and work at the expected level as a minimum.
- Ensure effective communication both verbal and written to all staff.
- Communicates with a range of people on a range of matters, managing barriers to effective communication. Keeps accurate and complete records consistent with professional guidelines, policies and procedures.
- Ensure confidentiality is maintained at all times and information relating to patient/users and personnel is used only in connection with authorised duties.
- At all times ensure that one's own actions support and promote equality, diversity and the rights of patients, public and colleagues.

## EMBRACING CHANGE

- Participate pro-actively and positively in any service improvements internally and externally and support other members of the team as required.
- Initiate and implement changes with the admission process as required if changes occur across the health economy.
- Understand the key patient pathways available across the health economy.
- To support the team in any research or clinical audit activity to analysis if this can be utilized to enhance clinical practice.
- Whilst acting as a role model, lead change positively and empower others to embrace change and to implement new ways of working.

## Benefits

Salary 	Location of work 	Permanent/fixed term 								
<b>Band 6</b>  You will be paid on the 27 <sup>th</sup> of each month. If this date falls at a weekend you will be paid on the Friday before this date.	As advert  Must be able to travel independently to other bases in the Trust across Northamptonshire preferable as a car driver.	See Advert								
Hours/pattern of work 	Annual leave and bank holiday entitlement 	Pension entitlement 								
See advert	<table><tr><td>Length of service</td><td></td></tr><tr><td>On appointment</td><td>27 days + 8 days</td></tr><tr><td>After five years' service</td><td>29 days + 8 days</td></tr><tr><td>After ten years' service</td><td>33 days + 8 days</td></tr></table>	Length of service		On appointment	27 days + 8 days	After five years' service	29 days + 8 days	After ten years' service	33 days + 8 days	Details on the benefits of the NHS Pension Scheme can be found here:  <a href="https://www.nhsbsa.nhs.uk/nhs-pensions">https://www.nhsbsa.nhs.uk/nhs-pensions</a>
Length of service										
On appointment	27 days + 8 days									
After five years' service	29 days + 8 days									
After ten years' service	33 days + 8 days									
Health and Wellbeing Because your health matters too 	Learning and Development 	Equality and diversity 								
Our Occupational Health and Wellbeing team support our staff through many different channels. Whether you have a physical or emotional issue or want to take positive steps to improve your fitness, this team can help you. 	Our Learning and Development Team provide effective and impactful learning solutions for our staff. Our experienced team of facilitators offer a wide range of opportunities from corporate induction, mandatory and role specific training, personal development and leadership training.	We are committed to ensuring people are treated equally and fairly whether at work, during care or out in the community. Equality, diversity and inclusion will always be a core focus and commitment for team NHFT. We have a number of staff networks to support this focus too. These networks are open to all our staff.								

Find out more about us at:  
[www.bit.ly/24hoursinNHFT](http://www.bit.ly/24hoursinNHFT)  
[www.nhft.nhs.uk](http://www.nhft.nhs.uk)

### **Confidentiality and Data Protection**

Any matters of a confidential nature, including patient and staff records, and any commercially sensitive information must, under no circumstances, be divulged or passed on to any unauthorised person or persons without a legal basis to do so. In accordance with the Data Protection Act 2018, if you are required to access personal data held in any format, you will be expected to adhere to the Trusts Information Governance Policies, copies of which are held on the staff intranet.

Any breach of confidentiality or data protection legislation will result in disciplinary action and may result in summary dismissal.

### **Infection Control**

The prevention and control of healthcare associated infections in service users, staff and visitors is taken seriously by the Trust. All staff employed by Northamptonshire Healthcare NHS Foundation Trust are required to adhere to the Trust infection control policies and procedures.

Employees must be aware of the importance of protecting themselves, service users and visitors and of maintaining a clean safe environment. Any breach in infection control practice, which places service users, other staff or visitor at risk, may result in disciplinary action. Each staff member is responsible for ensuring they identify together with their manager, their infection control training needs in their PDP.

### **Health and Safety**

To carry out the duties placed on employees by the Health and Safety at Work Act 1974 i.e.

- I. To take reasonable care for the Health and Safety of themselves and of other persons who may be affected by their acts or omissions at work.
- II. To co-operate with their employer as far as is necessary to meet the requirements of the legislation.
- III. Not to intentionally or recklessly interfere with or misuse anything provided in the interest of health, safety or welfare in the pursuance of any relevant statutory provision.



**No Smoking**

In order to protect the health of employees, patients and visitors, Northamptonshire Healthcare NHS Foundation Trust operates a No Smoking Policy. Therefore smoking is prohibited in all of the Trust's buildings, grounds and all Trust-owned or leased vehicles.

**Equality and Diversity**

To ensure that all duties are carried out to the highest possible standard, and in accordance with current quality initiatives within the area of work and the Trust Managing Diversity and Equal Opportunities in Employment Policy.

**Risk Management**

To have a commitment to identify and minimising risk, report all incidents and report to manager any risks, which need to be assessed.

**Safeguarding Adults and Children**

It is the duty of all staff working for the Trust;

- To recognise that promoting the welfare and safeguarding children, young people and adults is everyone's business and access training and supervision as appropriate to the role.
- To support the organisation in ensuring service users are protected from abuse or the risk of abuse and their human rights are respected and upheld.
- To ensure concerns are responded to appropriately in line with the Trust's Safeguarding Adults Policy and the Child Protection Policy and interagency safeguarding procedures.
- To comply with recruitment and other checks as requested by the organisation including undertaking an Enhanced Disclosure via the Criminal Records Bureau.

**Professional Registration**

All qualified/ professional staff are required to adhere to the relevant Code of Practice (and other guidance issued by them). It is the responsibility of the individual concerned to keep professional registered and updated in accordance with the requirements of the relevant Code of Practice and to follow guidance issues by the professional body.

**Policies and Procedures**

The post holder is expected to comply with all relevant Trust policies, procedures and guidelines. Any contravention of the Trust Policies or managerial instructions may result in disciplinary action being initiated.

**Review of Job Description/ Person Specification**

This is not an exhaustive list of duties and responsibilities, but indicates the key responsibilities of the post. The post holder may be required to undertake other duties as may reasonably be required commensurate with the grade and/ or hours of work at the postholder's initial place of work or at any other of the Trust's establishment.

**NOTE:** This is a description of the job as it is at present constituted. It is the practice of this Trust regularly to examine employee's job descriptions and to up-date them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed.