



Job description

POST:	Discharge Co-ordinator: Stroke Unit (Eastwood Ward)
BASE:	Chesterfield Royal Hospital NHS Foundation Trust
SALARY RANGE:	Band 3 – Full Time 37.5 hours (Monday – Friday) £22,816 - £24,336
REPORTS TO:	Matron
ACCOUNTABLE TO:	Head of Nursing

Supporting our vision and values

Our vision: Exceptional patient care provided by exceptional people.

Our mission: To bring our people communities and partners together – providing patient care we can all be proud of., We all play a part in achieving this, by living up to the values we promise to our patients and each other. As members of staff we will always be guided by our Proud to CARE values:

- **COMPASSION** – treating everyone with kindness – welcoming diversity and inclusion, considering individual needs; and challenging inappropriate behaviours outside of our values
- **AMBITION** – Aspiring to be the best – reaching high standards, providing exceptional care and services; and achieving measurable improvements in people’s health and wellbeing
- **RESPECT** – Valuing and appreciating everyone – listening, learning and acting on their experiences, being open and honest; and recognising that working with others brings benefits
- **ENCOURAGEMENT**– Opportunities for all – supporting education and development, helping people to bring their improvement ideas to life and speak-up; and getting everyone involved in our future

Leading the Chesterfield Way

The Discharge Co-ordinator is an important role within our organisation. Leading the Chesterfield Way supports the Trust’s priorities and ambitions - and sets out the behaviours and characteristics that leaders are expected to adopt and that all staff can role model, to make the Trust an even better place to work; and to support the delivery of exceptional patient care. It provides a framework for leadership and supports individual progression through appraisal, career progression and personal development. As a Discharge Co-ordinator you will use Leading the Chesterfield Way and its principles to:

- **Inspire a shared sense of purpose** – encouraging your team to take pride in what they do, improve the care and services they provide; and enable them to understand how they contribute to the success of the organisation
- **Lead with care** - showing colleagues compassion and care by listening - and offering empathy and understanding to help create a supportive workplace
- **Evaluate and use information** - be alert to what is happening around you; and evaluate the information you hear, receive or discover to take actions and decisions that improve both patient and staff experience
- **Work with others to connect services** – using the opportunity to link up with different colleagues, leaders and partners, building relationships that can help everyone to deliver effective and efficient healthcare and services
- **Engage with your team** - respecting every member of staff, valuing their diversity and making sure that every member of your team feels that their contribution is appreciated and valued
- **Hold yourself and others to account** - be clear about what’s expected at work, giving honest feedback and acting quickly and fairly to support others who are struggling to meet expectations
- **Develop capability** – take opportunities to develop your own skills, take-up training and education that will help you in your role and keep up-to-date with the essential training that applies to you
- **Influence what happens** – by acting as an ambassador for the Trust, sharing good news and good practice with your team, contributing to debates, having a say and leading improvement – all ways of influencing what happens to our services in the future

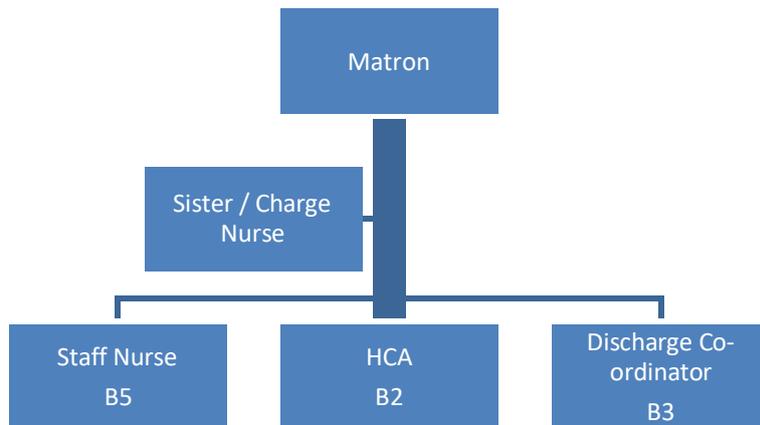
Job purpose

The Stroke Unit comprises of 34 beds which are a mixture of acute and rehab beds. The unit has its own stroke therapy rehabilitation team who provide specialist stroke care to our patients.

The role of the Discharge Coordinator on the stroke unit is an extremely important role who helps coordinate all professionals to ensure a safe plan of care is created to facilitate a safe discharge home for our patients with all the correct support in place prior.

The role requires someone who can communicate clearly to all levels of professionals and is able to communicate well with patients/relatives and carers to understand support required for home.

The Team



Key Result Areas

These are the key areas that support the purpose of the job

Patient Care

To have an up-to-date knowledge of the multidisciplinary management of the patient and discharge plan of all allocated patients.

To have an understanding of clinical conditions and terminology and be willing to learn basic stroke knowledge.

To gather and collate information from the medical notes, patients and multi-disciplinary team colleagues to enable a clear plan for discharge to be followed.

To demonstrate the required understanding of manual handling issues and assist patients where required following guidelines for safe moving and handling in order to assess patients for the most appropriate transport.

To take note of the expected date of discharge (EDD) and update the white board if required. If this had not been identified, to contact the relevant clinician(s) and ensure this is added to the white board and the medical record. To assist in ensuring that all patients have an accurate EDD, identify whether the patient is unwell or fit and if fit retention reason.

To work closely with the multi-disciplinary team:

- to check the management plan for each patient, identifying if the team have been involved
- to make any identified referrals in liaison with ward staff
- to identify any patients who are likely to have complex discharge arrangements and involve complex discharge

Compassion, Ambition, Respect, Encouragement

team if applicable.

Anticipate potential delays and take action to prevent them, e.g. anticipate the need to make referrals and after checking with an appropriate clinician, make the referral.

Ensure all necessary referrals are made and received and assist those receiving the referrals to prioritise, supplying useful and relevant information.

To ensure pharmacists are aware of patients requiring TTO's with alternative packaging / instruction for TTOs are notified in advance

Ensure TTO's are prescribed, requested and obtained before transport arrives

To organise ambulance transport

To discuss discharge planning with patients and relatives/carers ensuring that ward staff and MDT members are informed as appropriate.

To communicate effectively and appropriately with patients, carers and families and to show awareness in relation to sensitive issues and to deal with difficult situations as appropriate.

To be aware of barriers to effective communication e.g. hearing loss, altered perception, expressive and receptive dysphasia, dementing illness, cognitive impairment, memory loss, pain and fear and the effective use of verbal / non-verbal communication as appropriate.

Attend and participate in the ward MDT meetings undertaking any appropriate follow up action required.

To document actions taken and communications carried out in the medical record and on the white board in line with Trust policies.

To develop a rapport with senior members of staff on the ward maintaining an awareness of ward objectives.

To facilitate effective communication and coordination of care between all multidisciplinary team members involved with each patient.

To develop an understanding of the contributions made by the multidisciplinary team. To develop effective working relationships with team members, being prepared to encourage and support their contributions as well as sensitively and diplomatically raising any concerns.

To liaise with community services and be able to refer and communicate in order to facilitate discharge

Raise issues impacting upon delays directly with relevant Trust managers.

To maintain contemporaneous and accurate patient records in line with legal and departmental requirements in medical documents.

To have responsibility for liaison with members of the multidisciplinary team, social services and voluntary agencies, to ensure effective communication and seamless service.

Personal Development

To learn basic knowledge around stroke patients and aftercare to help support patients and their families.

Accept responsibility for own personal and professional growth, seeking and accepting appropriate support.

Discuss personal and professional development needs during an annual appraisal with Ward sisters/matrons and develop, agree and document action points in a personal development plan.

Compassion, Ambition, Respect, Encouragement

Act as a specialist resource in discharge planning for other staff in their professional development activity.

Teaching and Assessment

The post holder will contribute to the development of team members/others.

Teach and share knowledge with team members and other professionals

Leadership

Ensure care plans are regularly evaluated through to discharge.

Ensure safe custody of client records and the appreciation of the need for confidentiality at all times in accordance with Trust policies and procedures including national guidance, e.g. Caldicott.

In accordance with Trust policies and procedures deal with all complaints appropriately in liaison with approved Trust departments, carers, advocates, patients and Customer Services.

Promote good team working and effective communication that is central to the delivery of a high quality service.

Health and Safety

To be familiar with relevant Operational, Personnel, Health and Safety Policies and procedures, including Fire, COSHH, No Smoking and Alcohol.

Deal with incidents appropriately and according to Trust policy.

Trust policies and commitments

All staff employed by the Trust must comply with the Trust's policies and commitment to:

Complying with Trust Policies and Procedures at all times particularly those concerning essential training, equal opportunities, health and safety and the prevention, control of infection and Information Governance.

Safeguarding the health and wellbeing of children and vulnerable adults, by being familiar with and adhering to Trust safeguarding policies and participating in relevant training.

The national NHS smoke free policy, which prohibits smoking anywhere on Trust grounds

Compliance with all policies and procedures designed to ensure equality in employment. The postholder must treat everybody equally and fairly with dignity and respect as determined by the Trust's Proud to CARE values and by the Equality Act (2010).

PERSON SPECIFICATION

Post Title: Patient Discharge Co-ordinator

Assessment Criteria	Essential	Desirable	How Assessed
Qualifications and Training	<ul style="list-style-type: none"> - NVQ3 or equivalent/equivalent demonstrable - Evidence of continued personal and professional development - Experience of collaborative working 	<ul style="list-style-type: none"> - Sage and Thyme Course - Training in the Discharge Co-Ordinator role 	Application form Interview /Selection Process
Experience	<ul style="list-style-type: none"> - Excellent verbal, written and electronic communication skills - Good IT knowledge and skills - Excellent problem solving skills - Think and plan strategically, tactically and creatively, and to prioritise significant workloads in the face of competing demands - Collaborate constructively with internal and external partners to create the conditions for successful partnership working - Flexibility in hours of working and caseload management 	<ul style="list-style-type: none"> - Working within the NHS 	Application form Interview/Selection process
Skills and Knowledge	<ul style="list-style-type: none"> - Self-motivated - Ability to support and develop others - Ability to maintain confidentiality - Willingness and commitment to learn - Ability to stay calm in stressful situations - Flexible and adaptable to change. - A team worker - Demonstrates effective verbal and written communication 	<ul style="list-style-type: none"> - Previous Bed Management experience - Previous clinical experience 	Application form Interview process

Personal Attributes	<ul style="list-style-type: none"> - Professional attitude - Diplomacy & innovative - Flexible and adaptable - Excellent communication skills - Committed to the professional development of self and colleagues - Committed to the advancement of healthcare 	<ul style="list-style-type: none"> - Has an interest in stroke 	Application form Interview process/Selection process
Demonstrates our Proud to CARE Values	<ul style="list-style-type: none"> - Compassion, Achievement, Relationships, Environment – - Proud to CARE 		Interview/ Selection Process