

# Complex Discharge Facilitator Candidate Pack



## Job Summary

*\*\*This summary has been generated using AI to provide a clear and accessible overview of the role. It is intended to support candidates who may find the full job description harder to read. Our goal is to make the application process more accessible and inclusive for everyone. \*\**

- This role is based in the Care Transfer Hub at Shrewsbury and Telford Hospital Trust.
- You will help make sure patients leave hospital safely and at the right time.
- You will work with hospital staff and social care teams to support each patient's journey.
- You will keep track of important information and update computer systems every day.
- You will help solve problems if a patient's care plan is delayed or needs changing.
- You will also help train new staff and support improvements to the service.

## Job Description

<b>Job title:</b>	Complex Discharge Facilitator
<b>Grade:</b>	3
<b>Site:</b>	The Royal Shrewsbury Hospital
<b>Accountable to:</b>	Asst Operational Manager / Senior Complex Discharge Facilitator
<b>DBS required:</b>	No

## Job Overview

An exciting opportunity has arisen for an experienced individual to join our Care Transfer Hub as a Complex Discharge Facilitator. Are you passionate about ensuring patients are in the right place and supported to the right pathway?

We are offering an exciting opportunity for a motivated individual to work within the Care Transfer Hub at the Shrewsbury and Telford Hospital Trust. The team is expanding, and this is an ideal opportunity to be involved in the transformation of the service and work with the existing skilled team in the specialist field of Complex Discharge.

We are therefore seeking a keen individual with a 'can-do' attitude who can work alongside the Integrated Health and Social teams and the Ward Teams to progress the patient's journey.

The successful candidate will need to be proactive and personable and able to work under pressure to meet tight deadlines. These deadlines focus on accurate data and reporting to senior management and the Local Authorities.

The successful applicants will be key members of the multidisciplinary health and social care Transfer Team.

The service operates 08:00-20:00, 7 days a week, this post includes bank holidays and weekend working.

### **Role Summary:**

Inform ward-based Patient Journey Facilitators and Ward Co-Ordinators of updates and relevant information to ensure patients are discharged in a safe and timely manner.

Whilst this is primarily an office-based role, you would be expected to work on the wards to support ward-based Patient Journey Facilitators as and when the service demands.

Daily update of database with regards to the failed discharges across both sites.

Actively seeking to ensure that all patients are managed through their pathway. Where this is not likely to be met; to proactively take steps to ensure that patient's investigation and treatment schedules are brought back within target.

To understand the pathway of each individual patient on the Complex Worklist; monitoring their progress and ensuring timely intervention is achieved.

### **Main Duties and Key Responsibilities:**

- To take personal responsibility for administrative co-ordination and sequencing of the clinical pathway for a range of patients at various stages in their clinical journey.
- For each individual patient, to understand current and future requirements; and then to take proactive steps through current action and forward planning, to ensure this pathway is maintained.
- Attend daily Care Transfer Hub (CTH) team meetings and identify the patients who require the support of social services and or CCG to facilitate discharge.
- Ensure the accuracy of the information entered on the Computerised Systems e.g. Care Flow / Patient Flow.
- To support ward-based colleagues to challenge the progress of patients' journeys with all members of the ward teams. To persuade clinical service providers to alter existing appointments to ensure the clinical pathway is maintained.
- Where personal intervention is unsuccessful, to identify through the escalation policy to Senior Discharge Facilitator / Clinical Lead any deviation from expected pathway in a timely manner to allow corrective action to be achieved.
- Deal with non-clinical queries from general members of the IDT multidisciplinary team, liaising with voluntary organisations

- To contribute to an effective communication mechanism particularly regarding the process and progress of discharge arrangement, ensuring that the user/carer are included.
- Refer to and develop a good understanding of referral processes to social care, intermediate care, rehabilitation teams, community hospitals, Red Cross home from hospital.

#### **Data management:**

- The Post holder will be highly proficient in the use of computer and information systems, where data collection across multiple systems is required, recognising the vital requirement for the highest levels of accuracy and quality assurance.
- Extensive knowledge and experience with Microsoft Excel is essential to meet the demands of the service with regards to numerous reports that are required daily.
- Ensure the accurate and timely capture of data to meet the standards of the Trust and professional bodies.
- Provide regular feedback to the Senior Discharge Facilitator / Clinical Lead, nominated wards and others as deemed necessary.
- To ensure confidentiality of all Medical Records and information relating to the patient.

#### **Service Improvement:**

- Support Trust-wide modernisation of clinical services to improve the speed of patient access to consultation, diagnosis and treatment
- Record and interpret data on processes as required
- Support clinical teams to improve the patient and carer experience.

#### **Supervision and Training**

- The post holder will be required to train new members of staff
- The post holder will be required to advise other staff members in the Trust the principles of Red 2 Green.

#### **Systems and Equipment:**

- Trust Care Flow / Patient Flow systems
- MS Office packages, emphasis on Microsoft Excel
- National data systems

## **Freedom to Act**

- Works autonomously under own initiative. Identifies and monitors risks in delivering service change, reports on and escalate as appropriate.
- The postholder must be able to represent the Trust when dealing with external suppliers, partners, other healthcare providers, commissioners, customers, and Patients groups.
- Propose and deliver service improvements that may impact beyond the functions e.g., cross-division or Trust wide and be responsible for implementation.

## **Physical, Mental and Emotional demands of the post.**

- The role will involve a combination of sitting, standing, and walking with additional physical activity required in some circumstances. There will be a frequent requirement for prolonged periods of use of a VDU, e.g., for the regular production of reports, and a requirement for close attention to detail requiring periods of extended concentration. There will be occasional exposure to emotional/distressing circumstances when dealing with change management issues.

## Person Specification

	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>▪ 5 GCSE/'s or equivalent Grade 9-4 including English language and mathematics</li> <li>▪ Recognised qualification in Microsoft Excel</li> </ul>	<ul style="list-style-type: none"> <li>▪ Medical Terminology</li> <li>▪ ECDL</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>▪ Data Collection and Validation</li> <li>▪ Extensive experience of working with in a health care environment</li> </ul>	<ul style="list-style-type: none"> <li>▪ Understanding of the patient pathway</li> </ul>
<b>Knowledge and skills</b>	<ul style="list-style-type: none"> <li>▪ MS office applications</li> <li>▪ Fully PC literate</li> <li>▪ Evidence of Knowledge of Medical Terminology.</li> <li>▪ Advanced keyboard skills</li> <li>▪ Ability to report and present information</li> <li>▪ Ability to work to tight deadlines</li> <li>▪ Excellent Organisational Skills</li> <li>▪ Excellent Communication Skills.</li> <li>▪ Ability to work well within a team.</li> <li>▪ Competent to work in role with minimal supervision and geographically remote from line manager.</li> <li>▪ Demonstrates a caring and responsible attitude.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Hospital IT systems</li> <li>▪ RSA 3</li> </ul>



Other	<ul style="list-style-type: none"> <li>▪ Flexible to meet service needs</li> <li>▪ Able to meet travel requirements of post.</li> <li>▪ Able to work weekend and Bank Holidays</li> </ul>	
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## General conditions

As they undertake their duties, all our people are required to uphold and demonstrate the Trust's core values of: Partnering, Ambitious, Caring and Trusted. Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching, and research.

## Health and safety

As an employee of the Trust, you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work; and
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and

- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety

## Infection prevention and control (IPC)

The prevention and management of acquired infection is a key priority for the Trust. As an employee of the Trust, you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself; and
- be aware of infection prevention and control policies, practices, and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and colleagues; and
- maintain an up-to-date knowledge of infection prevention and control, policies, practices, and procedures through attendance at annual mandatory updates and ongoing continuing professional development; and
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy)

## Information governance

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently, and effectively. You are required to comply with the Trust's Information Governance policies and standards.

**Confidentiality and Security** - Your attention is drawn to the confidential nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.

**Disclosure of Information** - To ensure that information is only shared with the appropriate people in appropriate circumstances, care must be taken to check the recipient has a legal basis for access to the information before releasing it. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment, to protect yourself and the Trust from any possible legal action.

**Information Quality and Records Management** - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.



## Professional standards and performance review

As an employee of the Trust, you have a responsibility to:

- participate in continuous personal development including, statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct; and
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates

## Safeguarding children and vulnerable adults

We all have a personal and a professional responsibility within the Trust to identify and report abuse. This may be known, suspected, witnessed or have raised concerns. Early recognition is vital to ensuring the patient is safeguarded; other people (children and vulnerable adults) may be at risk. The Trust's procedures must be implemented, working in partnership with the relevant authorities. The Sharing of Information no matter how small is of prime importance in safeguarding children, young people and vulnerable adults.

- As an employee of the Trust you have a responsibility to ensure that:
  - you are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines.
  - you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role.

## Social responsibility

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills, and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust, you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

## Continuous improvement

The Shrewsbury and Telford Hospital NHS Trust is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is to empower colleagues at all levels have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.

Following a successful five-year partnership with the Virginia Mason Institute in the USA, SaTH

continues to further develop and embed the Trust's approach to Continuous Improvement at all levels of the organisation. You will be supported by an Improvement Hub, which will provide the necessary expertise to support you make improvements, while also providing training at various stages of your time at SaTH, as part of your continuing professional development.

## Equal opportunities and diversity

The Shrewsbury and Telford Hospital NHS Trust is striving towards being an equal opportunities employer. No job applicant or colleague will be discriminated against on the grounds of race, colour, nationality, ethnic or national origin, religion or belief, age, sex, marital status or on the grounds of disability or sexual preference.

Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job.

The Shrewsbury and Telford Hospital NHS Trust the post-holder will have personal responsibility to ensure they do not discriminate, harass, bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others.

The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.

