

MEDICINE FLOW CO-ORDINATOR

Candidate Pack



Job Summary

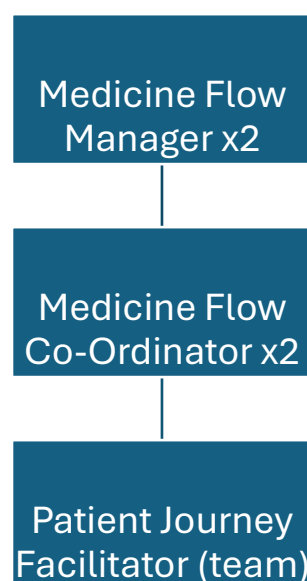
This summary has been generated using AI to provide a clear and accessible overview of the role. It is intended to support candidates who may find the full job description harder to read, such as those who are neurodiverse, have learning disabilities or lower literacy levels. Our goal is to make the application process more accessible and inclusive for everyone.

- This role helps make sure patients move safely and quickly through the hospital by managing bed space, supporting discharges and working closely with senior nurses and clinical teams.
- It involves leading the Patient Journey Facilitators, keeping staff informed, and making sure the team works well together.
- The job includes placing patients from the Emergency Department as soon as possible, solving problems that may delay care, and planning ahead for busy times like weekends and holidays.
- You will also help improve how services run by looking at data, supporting new ways of working and helping to create clear processes that make the patient journey smoother.

Job Description

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| Job title: | Medicine Flow Co-ordinator |
| Grade: | 5 |
| Site: | The Royal Shrewsbury Hospital |
| Accountable to: | Service Manager – Patient Flow |
| DBS required: | No |

Organisation Chart



Main Duties

Service Delivery

- Communicating complex information regarding bed capacity and demand figures at daily site safety meetings to senior operational and clinical teams.
- Attendance at site safety meeting three times a day or more when necessary.
- Ability to negotiate with senior nursing staff on wards in order to successfully accommodate patients and put in place plans to expedite the discharge and movement of patients.
- Facilitating the discharge of patients included on regular transport lists received from Senior Site Safety team and putting measures in place to remove anticipated obstacles.
- Working with the patient journey facilitators (PJF) to ensure that complex discharges are prioritised and any issues escalated appropriately.
- Planning patients on appropriate wards when the hospital is escalated in conjunction with clinical teams.
- Attend daily huddles with PJFs
- Undertake Weekend/Holiday Planning when required and share details with senior divisional management team

Leadership and Management

- Responsibility for the line management of the PJFs
- Ensure that the PJF responsibilities and objectives are clearly defined, developed and supported to make an effective contribution to Centre objectives.
- To provide professional leadership to ensure the delivery of a high quality and effective service.
- Develop and maintain effective communication to ensure staff are kept informed and supported in a timely and appropriate manner.
- Manage the sickness absence of staff and absence levels and address the cause of absence, whilst acknowledging a commitment to supporting staff as far as is reasonable.

ED Patient duties

- Ensure that all Medical Division patients attending ED are placed as soon as possible after DTA is made through liaising with wards in order to avoid breaches.

Quality and Service Improvement

- Lead on projects to improve the patient's journey by looking at new ways of working to streamline process and systems.
- Reinforce and improve current process by supporting with the introduction of clear Standard Operating Procedures (SOP's) and Standard Process Descriptions (SPD's).
- Through the analysis and interpretation of trends and benchmark data, support the development of improvement strategies.
- Support quality and service improvement within the area of responsibility and work with other services and Centres to ensure effective patient care and use of all Trust resources.

Person Specification

| | Essential | Desirable |
|-----------------------|--|--|
| Qualifications | <ul style="list-style-type: none">- Degree level qualification or relevant experience in a health setting or management field- Evidence of continuing professional development | <ul style="list-style-type: none">• NVQ in Business and Administration / other management qualifications |
| Experience | <ul style="list-style-type: none">- Experience of day-to-day management and the running of the working day.- Experience of planning and organising to deliver service requirements.- Demonstrable experience of working on own initiative to support service development- Experience of handling HR related situations, including Sickness Absence, Performance management, Personal independent Performance plans and with | |

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| | <p>other staff related issues</p> <p>Problem solving skills</p> <ul style="list-style-type: none"> - Understanding of the importance of maintaining confidentiality - Sound leadership abilities - Ability to work in a team and able to embrace and manage change - Confident, highly motivated, and able to use own initiative - Significant attention to detail - Adaptability - Decision making - Able to meet the physical demand of the post as defined in the job description - Skills in motivating, negotiating, persuasion and influencing whilst managing patient flow. - Ability to communicate effectively and within a multidisciplinary format - Highly developed specialist knowledge of patient flow and complex systems to meet varied service requirements - Competent in the use of IT with programmes such as Careflow, patient flow, Excell and word. - Able to manage the predictable and unpredictable demands of patient flow - To feel confident to be able to act up in managers absence <p>Experience of working within an integrated and Multidisciplinary environment</p> | |
| Knowledge and skills | <ul style="list-style-type: none"> - Excellent communication skills both verbal and written - Ability to negotiate, influence, motivate staff at all levels | |

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| | <ul style="list-style-type: none"> - Solution focussed - Excellent understanding and ability to use IT systems - Ability to work to tight deadlines and be flexible and adaptable to meet existing priorities - Ability to work on own initiative and as an effective team member - Excellent communication and interpersonal skills, including ability to work with people at different levels of an organisation and across organisations - Ability to manage areas of work / projects and set deadlines to meet objectives and reporting requirements - Willingness to work flexibly (occasional earlier start or later finish as service requires) and cross site working as a result of developmental or reorganisation of the trusts services (any such movement will be arranged following full escalation). | |
| Other | <ul style="list-style-type: none"> - Responding to on occasion unpredictable work patterns, meeting deadlines and dealing efficiently with interruptions - Commitment to continuing personal and professional development, and to ensure that mandatory and statutory training is kept up to date. - Knowledge of patient flow and other IT systems <p>Understanding of the Care transfer Hub systems and processes</p> | |

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 & 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;
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to;
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety.

Infection Prevention and Control

The prevention and management of acquired infection is a key priority for the Trust. Any breach of infection control policies is a serious matter which may result in disciplinary action. 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;
- 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 staff;
- 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;
- 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. Failure to do so may result in action being taken in accordance with the Trust's Disciplinary Procedure.

- **Confidentiality and Security** - Your attention is drawn to the confidential and sensitive 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** - The unauthorised use or disclosure of information relating to the Trust's activities or affairs, the treatment of patients or the personal details of an employee, will normally be considered a serious disciplinary offence which could result in dismissal. 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. Unauthorised disclosure of any of this information may be deemed as a criminal offence. If you are found to have permitted the unauthorised disclosure of any such information, you and the Trust may face 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 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;
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates;
- participate in the Trust's appraisal processes including identifying performance standards for the post, personal objective setting and the creation of a personal development plan in line with the KSF outline for the post.

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.

NHS Sexual Safety Charter

The Trust is committed to ensuring that all employees work in an environment that is safe, inclusive, and free from sexual misconduct, harassment, and discrimination. As a signatory to the NHS Sexual Safety Charter, the Trust upholds a zero-tolerance approach to sexual harassment and supports anyone affected by inappropriate behaviour. In accordance with the Workers Protection (Amendment of Equality Act 2010) Act 2023, the Trust has a statutory duty to take reasonable steps to prevent sexual harassment of its employees. All staff, are required to treat others with dignity and respect at all times and to cooperate with Trust policies, procedures and training designed to maintain a culture of safety, professionalism, and mutual respect.

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 aims 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.

To support this, we have developed the SaTH Improvement Method, a structured approach to change that provides practical tools and techniques to help you understand what success looks like with clear aims, enables you to measure progress and plan meaningful improvements.

You won't be doing this alone. Whether you're new to improvement or already leading change, the Improvement Hub is here to guide you with expert advice, hands-on support, and a wide range of training opportunities to help you grow and thrive throughout your time at SaTH whilst making improvements in your area of work. Join us in shaping a culture of continuous improvement, where every colleague is supported to make a difference.

Equal opportunities and diversity

The Shrewsbury and Telford Hospital NHS Trust is an Equal Opportunities Employer, fully committed to fostering an inclusive workplace where all staff feel valued and able to thrive. We believe that a diverse workforce, reflective of our community, is essential for delivering the best patient care.

We will not discriminate against any job applicant or colleague based on any protected characteristic, including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, ethnic or national origin), religion or belief, sex, or sexual orientation. Selection for appointment, training, development, and promotion will be based purely on merit and the individual's ability to meet the role requirements.

As a post-holder, you have a personal responsibility to uphold the Trust's commitment to equality by treating all colleagues and patients with respect and dignity. You must actively support measures introduced to ensure equality of opportunity and will not discriminate, harass, or bully others, or condone such behaviour.

