**Job Description**

**Post Title:** Discharge Liaison Specialist  
**Band:** 6  
**Managerially accountable to:** The Senior Discharge Liaison Sister  

**Experience:**  
R/N, Physiotherapist or Occupational Therapist.  
Evidence of ongoing professional development.

**Purpose of the post:** To support the Patient Flow and Discharge Manager to provide a Specialist service, advising and educating all members of the multidisciplinary team in all aspects of discharge management.

Working with partner organizations across the health and social care sector to pro-actively effect safe and timely discharge and admission avoidance.

To provide support to the Frail & Complex Service.

To identify problems and manage with positive solutions using the correct reporting structure. Utilizing autonomous decision making capability around the discharge/transfer process.

The post will cover a 6 day service with the potential of a 7 day service in the future.

To work as part of the complex discharge team to effectively case manage patients on the Fit for Transfer List.

**MANAGEMENT AND LEADERSHIP**

1. To work with the Senior Discharge Liaison specialist nurse and the capacity team to ensure that an appropriate managerial and professional infrastructure is in place to support the delivery of services and functional requirements within discharge liaison which are in line with corporate objectives.

2. To work with all members of the multi professional team to develop services that meet organizational and contractual requirements and to ensure the effective provision of all aspects of clinical care are maintained at a high standard.

3. To contribute and influence the total patient experience and journey through collaborative working and effective communications with all members of the multi-disciplinary team throughout the hospital.

4. Assist in the formulation, and review of clinical policies and procedures. To take responsibility for implementing trust wide agreed polices within area of responsibility.

5. To participate in and promote cross site working.

6. To be a point of contact by ensuring that they are a visible, accessible and assertive figure to whom patients, relatives and staff can turn for assistance, advice and support.
7. To assist PALS staff in helping to resolve the concerns of patients and their families as quickly as possible.
8. To establish and maintain positive links with external agencies across the health care sector.
9. To contribute towards the development, production and implementation of the department's strategic objectives and business plan, in line with agreed service and financial objectives.
10. Advise, support and monitor regarding social services notification 2 & 5 in conjunction with the Governments delayed discharge policy.

**Patient Care**

1. To promote the corporate agenda for timely and safe discharge. Ensuring all patients have their needs assessed, that programmers of care are developed to meet these needs and are delivered in accordance with agreed policies and procedures.
2. To be a competent practitioner, supporting innovation and demonstrating clinical expertise in the field of discharge liaison and education.
3. The post holder will act as a resource and advisor in their area of expertise to colleagues in other wards and departments throughout the Trust.

**Communication and Relationships**

1. Provide and promote liaison with:
   - Hospital medical and nursing staff
   - District Nurses & Health Visitors
   - GP's & Practice Nurses
   - Physiotherapists
   - Occupational Therapists
   - Social Workers; Hospital & Community
   - Other Discharge Liaison Nurses
   - Mental Health Teams
   - Specialist Nurses
   - Therapy Services
   - Independent sector
   - Bed Management Teams
   - Intermediate Care Areas
   - Rapid response teams
   - Community Hospitals

2. Where appropriate interpret and present clinical information to patients and their relatives, demonstrating highest levels of interpersonal and communication skills ensure that patients and their careers have sufficient relevant verbal and written information on the patients discharge.
3. To respond appropriately to ineffective communication techniques and styles used by staff, taking first line performance management action in the event of continued issues. To initiate basic training for staff in relation to communication strategies.
4. To demonstrate sensitivity in dealing with complex and confidential information from all service user and providers, giving advice and support when necessary. Respond appropriately to the information given.
5. To ensure that information / decisions are cascaded appropriately both to junior and senior staff using appropriate methodologies.

6. To maintain collaborative working relationships and effective communications between all members of the multidisciplinary team inclusive of all health care sectors. Resolving conflict and working within the team to ensure a high standard of co-ordinated patient discharge.

7. To ensure that all team members report changes in patient progress effectively, both verbally and in written form. Ensure that accurate, legible and holistic nursing records according to NMC guidelines and unit guidance are maintained.

8. To respond appropriately to ineffective communication techniques and styles used by staff, taking first line performance management action in the event of continued issues. To initiate basic training for staff in relation to communication strategies.

9. To demonstrate sensitivity in dealing with complex and confidential information from all service users and providers, giving advice and support when necessary. Respond appropriately to the information given.

10. To ensure that information / decisions are cascaded appropriately both to junior and senior staff using appropriate methodologies.

11. To maintain collaborative working relationships and effective communications between all members of the multidisciplinary team inclusive of all health care sectors. Resolving conflict and working within the team to ensure a high standard of coordinated patient discharge.

**EDUCATION, PROFESSIONAL DEVELOPMENT AND TRAINING**

1. To take every reasonable opportunity for maintaining, developing and acquiring competencies and skills for self-development.

2. To participate in informal and formal training sessions for staff in particular around the processes and requirements for both the national and local discharge agendas. To assist in developing, implementing and evaluating teaching programs for the trust on the discharge process.

3. To attend Mandatory training sessions

4. Assist in the review of the discharge policy and ensure staff are aware of the changes and implications of practice

5. To produce, maintain and ensure clinical effectiveness of information supplied to all clinical areas within remit of job.

**RESEARCH AND AUDIT**

1. Together with the Senior Staff develop auditable standards of care and initiate and participate in Ongoing research.

2. To promote and disseminate relevant research findings to support clinical practice and Education.
3. To establish systems for assessing the users views on the quality of services provided and for involving patient's relatives and their representatives in the planning and development of services.

**Human Resources**

1. To ensure that all local and national HR policies, procedures and guidelines are adhered to and report any failure to do so appropriately.

**Use of Information**

1. To take responsibility to ensure that staff are trained to maintain and update PAS to support patient care

2. To be conversant in the use of electronic communication systems, personal computer systems, normal office equipment and Trust PAS system.

**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**

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; 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 staff; 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. 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 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; and
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates; and
- 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.

**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

- Continuous improvement is a key aspect of daily work to be evidenced by personal commitment to contributing to the implementation of the Transforming Care Production System (TPCS) including the development and use of standard work.
- The Trust commitment to one continuous improvement method TPCS should be reflected in individual’s continuing professional development plans (CPD) and all SaTH leaders are required to complete the lean for leaders training.
- As an employee you should be able to demonstrate how you continuously use the TCPS to improve patient care and staff experience supporting the Trust to deliver its organisation strategy.