

## JOB DESCRIPTION

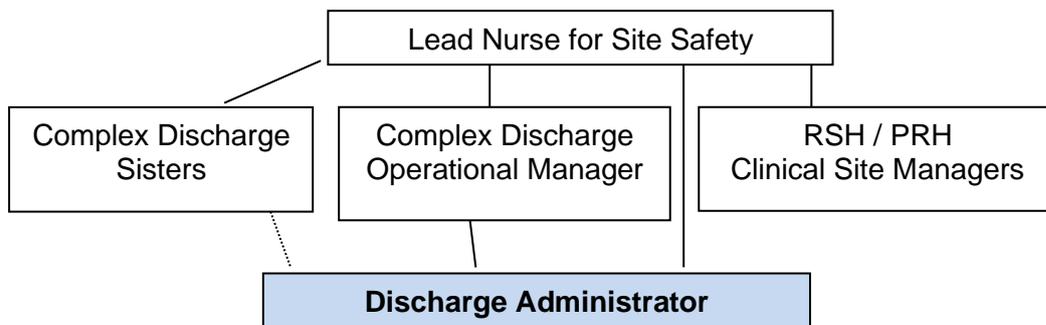
<b>Job Title:</b>	Discharge Administrator
<b>Band:</b>	3
<b>Job Group:</b>	Administration
<b>Centre:</b>	Corporate Operations
<b>Hours:</b>	37.5 hrs Monday – Sunday 08:30 – 16:30 (flexible)
<b>Location:</b>	Royal Shrewsbury Hospital and Princess Royal Hospital
<b>Accountable to:</b>	Operational Manager – Complex Discharge

### Job Purpose

The post holder will

- Community Hospitals – Liaise with the Capacity Hub and Wards to co-ordinate patient discharge. Ensure all documentation relating to patient discharges is scanned, uploaded and sent to the appropriate department via secure email. Download Inpatient list for Complex Discharge Sisters in order to allocate appropriate patients to Community beds.
- support the Complex Discharge Operational Manager and the Lead Nurse for Site Safety in the provision of professional and confidential administrative and secretarial services
- be the first point of contact for the Integrated Discharge Team and to ensure potential blockages to patient discharges are escalated to appropriate person for action.
- work with administrative colleagues within the Capacity Centre, as well as corporately with all Trust employees, to assist the Lead Nurse for Site Safety, Complex Discharge Operational Manager in delivering the Trust's overall strategic objectives.
- work autonomously within defined policies and procedures, although advice is available.

### Organisation Chart



## **Main Duties and Responsibilities**

### **Secretarial and Administrative**

- In the absence of the Complex Discharge Operational Manager, to act as first point of contact for the Lead Nurse for Site Safety, dealing with staff of all levels within the Trust and the Local Health and Social Economy.
- Prioritisation and delegation of incoming emails and telephone calls, ensuring escalation to appropriate person for follow up.
- Scanning and saving all referrals and documentation relating to patients, ensuring that they are password protected when sent to external local health and social care organisations.
- Preparation, typing and distribution of correspondence, reports and ad Lead Nurse for Site Safety papers to support the work of the Lead Nurse for Site Safety and the Complex Discharge Sisters.
- Implementation of relevant office policies and procedures, suggesting changes as appropriate.
- Management of office systems, ensuring Complex Discharge email inbox is up-to-date and appropriate actions taken for each mail.
- Responsibility for maintaining storage and retrieval systems (paper or electronic) on behalf of the Integrated Discharge Team.

### **Recording and Reporting Data**

- Creation and maintenance of databases and/or spreadsheets e.g. Failed Discharges / Daily requirements etc. Monitor and maintain database on a daily basis
- Ensure all referral documentation is saved in a secure database, and then archive when appropriate
- Ensure all data is current and provide relevant reports as and when required by Lead Nurse for Site Safety.
- Ensure database is shared with appropriate team members, confirming secure access at all times.
- Record daily data in a timely and effective manner, to ensure prompt and efficient retrieval for reporting purposes.
- Evidence of excellent Excel and database skills required to interpret and manipulate data.

### **Centre Workforce Administration**

In the absence of the Complex Discharge Operational Manager to undertake the preparation and maintenance of all workforce documentation on behalf of the Lead Nurse for Site Safety and the Capacity Centre, working alongside the Capacity Centre Admin Assistant.:

- Liaise with Admin Assistant with the co-ordination of recruitment processes including;
- Ensuring recruitment documentation is up to date and completed;
- Ensuring the correct approval process is followed and all relevant approvals are confirmed;
- Liaison with Human Resources to place an advert;
- Acting as Administrator for vacancies relevant to Lead Nurse for Site Safety
- Providing all administrative support and arrangements for interviews.

### **Communications**

- Represent the Integrated Discharge Team at the daily Site Safety Meetings: advising of issues regarding complex discharges, community bed availabilities etc.
- Discharge Intranet Page: Sole responsibility to ensure that the documentation is relevant and up-to-date. Raise awareness of the same; advising DLNS, Wards etc of amendments and updates. Ensure removal and archiving of old documentation.
- To be responsible for the security of information that is sent from the Discharge team NHS email account. Ensuring all documentation is encrypted and z-zipped in accordance with the Trust guidelines, Policies and Procedures.

### **Quality and Service Improvement**

- To support quality and service improvement within the Capacity Centre and work with other services and Care Groups to ensure effective patient care and the effective use of all Trust resources.

### **Representing the Centre and the Trust**

- To support the Lead Nurse for Site Safety and Complex Discharge Operational Manager in establishing effective working relationships at all levels inside the Trust and with the Local Health & Social Economy.(Telford & Wrekin, Shropshire County and Powys)
- To foster good working relationships with all colleagues within the Care Group and the Trust.
- To act as an ambassador for the Capacity Centre within the Trust.

### **Finance and Resources**

- Management of relevant Centre stock with responsibility for ordering stock on behalf of the Centre.
- Responsibility to ensure that the Centre's assets and resources are used efficiently and economically within sphere of responsibility.
- Responsibility to ensure that all business is carried out in accordance with the Trust's Standing Orders and Standing Financial Instructions.

### **Physical, Mental and Emotional Demands of the Post**

- Occasional analysis of information in order to identify trends or highlight potential issues.
- Coping with frequent interruptions during periods of concentration.
- Occasional exposure to verbal aggression.

### **Working Conditions**

- To work in normal office conditions, including regular VDU work.
- Occasional travel between all Trust sites.

### **Health & Safety**

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

- take reasonable care for 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**

The Trust is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is to empower staff at all levels to have the confidence, capability, passion and knowledge, to test changes and make improvements at the Trust and the communities we serve. Following a successful five-year partnership with the Virginia Mason Institute in the USA, the Trust 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 to make improvements, whilst also providing training at various stages of your time at the organisation, as part of your continuing professional development.

### **Review**

This job description is an outline of the principal areas of responsibility and may be subject to periodic change. The job title is not restrictive and the job holder may at any time be required to undertake other duties within their competence beyond the confines of this job description.

The post may change over time to reflect the developing needs of the Trust and its services, as well as the personal development of the job holder. All changes will be discussed with the post holder.

### **Job Description Agreement**

I have read and understood the duties that are expected of me.

<b>Manager</b> Name	<b>Post holder</b> Name
Signature	Signature
Date	Date