

**LEEDS COMMUNITY HEALTHCARE NHS TRUST**

**JOB DESCRIPTION**

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| Job Details  **Job Title:**  Discharge Facilitator    **Banding:** Clinical Band 6    **Specialty/Department:** Patient Flow / Community Discharge Assessment Team |

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| **Service Description**  The Community Discharge Assessment Team (CDAT) have Registered Nurses (RN), Occupational Therapists (OT) and Physiotherapists (PT) who case manage patients from front door services at St James’ Hospital and four acute wards back into the community. They liaise with the Neighbourhood Teams (NT), Self-Management, Adult Social Care, and 3rd Sector to facilitate discharge and prevent hospital admissions. The service has a Clinical Therapy Lead and an Operational Team Manager overseeing the team which sit under a wider portfolio alongside the Transfer of Care and Bed Bureau teams. The service office is based within the Trust Head Quarters at St James’ Hospital and operates a 7-day service, across 365 days a year (including weekends and bank holidays). Each morning the team has a huddle and allocate areas of work and establishes which patients need to be assessed.  The Community Discharge Assessment Team has recently established a new therapy offering to provide tailored OT support to aid patients requiring this input in the Emergency Department (ED), Same Day Emergency Care (SDEC), and the acute admissions wards to facilitate discharge where an admission could be avoided and help reduce their length of stay. This therapy support enables our Discharge Facilitators with a background in Physiotherapy or Occupational Therapy to maintain their therapy skills, by conducting therapy assessments and carrying out home/environmental visits to facilitate a safe and timely discharge.  The service is flexible and there are great opportunities for both nurses and Allied Health Professionals within the Community Discharge Assessment Team. The Discharge Facilitators have excellent links into Leeds Teaching Hospital Trust, Community Nursing Teams, Adult Social Care and the 3rd Sector. Being part of Patient Flow enables you to be a part of a patients journey and contribute to their transfers of care from hospital and support them with the right outcome at the right time. |

**Job Purpose**

The post holder will be responsible for their own caseload within their speciality area as an autonomous practitioner. In doing so, they will assess, plan, deliver and evaluate patient centred programmes of care to a specialist level ensuring that they practice within their sphere of competence and knowledge. The post holder will work to professional and regulatory body codes, standards and guidance at all times ensuring that their practice is grounded in evidence based theoretical and practical knowledge.

**Key Responsibilities**

**1. Clinical**

1. Demonstrates a detailed theoretical and practical knowledge of common aetiologies, pathologies, conditions and presentations – involving a critical understanding of theories and principles
2. Demonstrates innovative and specialist skills to select methods and tools to holistically assess, plan, implement and evaluate in a complex and specialised field of work.
3. Demonstrates highly developed physical skills where dexterity and accuracy are important e.g. syringe pumps and infusions, manual treatments
4. Makes consistent judgements requiring complex fact analysis, interpretation and comparison of options and ensures clinical reasoning is reflected accurately in case records
5. Engages and actively involves the individual and, if appropriate, their family/carer, in the assessment, planning, implementation and evaluation of programmes of treatment and/or care by using person-centred techniques to promote a culture of involvement and empowerment
6. Works to standards of proficiency identified by their professional and regulatory bodies performing clinical treatments/procedures to a competent standard
7. Prioritises their own workload, and that of the wider team, within agreed objectives deciding when to refer to others as appropriate.
8. Provides and receives complex, sensitive or contentious information where motivational, persuasive, empathetic, negotiating and reassurance skills are required whilst demonstrating an understanding of barriers to communication
9. Approaches each individual with care, compassion and sensitivity ensuring that these values are reflected in all areas of practice including the management of any complaints and compliments.
10. To comply with the organisations’ Infection Prevention and Control requirements, including “bare below the elbows” dress code for staff with a direct care delivery role

**2. Leadership**

1. Ensures that a professional service and image is maintained at all time, thereby acting as a role model to all staff
2. Provides a leadership style which is underpinned by strongly held values around equality, diversity and openness; effectively builds and maintains relationships with direct reportee(s), management teams and other key individuals across the organisation.
3. Manages team and resources on a day-to-day basis in an unpredictable environment that require solutions to complex problems where there are many interacting factors
4. Demonstrates the ability to delegate, organise and prioritise workload to ensure the safe delivery of the service including the management of referrals and discharges utilising locally agreed support mechanisms e.g. on call manager and making judgements in complex situations
5. Demonstrates clinical leadership, initiative and creativity in developing projects inspiring others to be positive in their contribution to continuous improvement
6. Demonstrates resilience when responding to challenge, change and complex or difficult situations
7. Clearly articulates the expected clinical standards of the service, monitors and identifies where standards are not met and takes action to address
8. Ensures that all objectives, for self and those directly responsible for, are clearly defined within the wider Directorate framework and in line with Trust’s objectives, using the appraisal process as a vehicle for this.
9. Takes responsibility for their own and others’ health and safety in the working environment.

**3. Learning and Development**

1. Undertakes any training required to develop and maintain their proficiency in response to changes in service delivery or new and emerging techniques and demonstrate competence within professional body requirements
2. Reflects on and evaluates own practice and identifies areas of development by setting appropriate objectives via appraisal and clinical supervision
3. Carries out research projects, or other research and development activity, appropriate to clinical area
4. Undertakes supervision and is responsible for teaching and training both inside and outside work area.
5. Ensures appraisals for direct reportees are undertaken in accordance with Trust policy; manages performance which falls below standard in accordance with the appropriate HR policies and processes seeking support from senior staff where required.
6. Supports the learning and development of others including students and preceptees

**4. Partnership and Team Working**

# Actively develops and maintains effective clinical and corporate working relationships both within and outside the Trust including with other agencies and Higher Education Institutes

1. Explores the potential for collaborative working and takes opportunities to initiate and sustain such relationships in order to improve and develop service delivery.
2. Actively contributes to the multi-disciplinary team supporting the patient including communication with external care providers, voluntary support services and other agencies; acting as a credible source of information for other agencies/professionals involved in the care as required

**5. Innovation and Quality**

1. Implements, monitors and maintains agreed standards of care, reporting to the team/service manager when standards are not met
2. Implements policies relevant to service area and ensures team members are aware of policy requirements
3. Identifies areas for improvement within own service and proactively addresses these within the overall organisational governance frameworks and corporate objectives reflecting the changing needs of the population, local and national initiatives
4. Actively works to continually improve the quality of own service within the overall organisational governance frameworks and corporate objectives e.g. through audit or suggesting changes to practice
5. Contributes to and undertakes clinical audit
6. Works with managers and colleagues to identify, manage and minimise risks within the overall organisational risk management frameworks. This includes understanding and applying knowledge of clinical role in safeguarding and actively leading incident management processes
7. Acts as an advocate for patients and their families/carers recognising the boundaries of their clinical knowledge; liaising and referring on to other services / agencies as required
8. Ensures that patient experience is core to all clinical and service development gaining support from the appropriate corporate teams as required
9. Actively ensures completion of required data in a timely manner in order to meet the Quality Framework requirements, outcome measures and best practice standards in order to deliver an effective, high quality service

**Health and Safety**

Responsibilities of ALL staff in relation to Health and Safety:-

* Take reasonable care of your own health and safety
* Take reasonable care not to put other people - fellow employees and members of the public - at risk by what you do or don't do in the course of your work
* Co-operate with Trust, making sure you understand and follow the health and safety policies and procedures
* Attend all required training on Health and Safety related policies and procedure.
* Do not interfere with or misuse anything that has been provided for your health, safety or welfare
* Report and record any injuries, strains or illnesses suffered as a result of doing your job
* Inform your manager if something happens that might affect your ability to work safely such as suffering an injury or a new medical condition.

Additional for those with management responsibilities:

* Identify through documented risk assessment any risks that exists within the department or during the delivery of the service
* Investigate and manage incidents and near misses, ensuring actions are taken to prevent recurrence
* Support the Risk and Safety Team in ensuring suitable and sufficient up to date Health and Safety information and guidance is available to all staff at all levels and disciplines across the  organisation.

**In addition to these functions the post holder is expected to:**

* In agreement with their line manager carries out such other duties as may be reasonably expected in accordance with the grade of the post.

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| **Effort Factor Information** | |
| **PHYSICAL EFFORT**  What physical skills needed in the role require, speed, accuracy, dexterity and or manipulation of objects (includes both clinical and non-clinical posts)? Please provide specific examples.  Is the post holder required to lift equipment? If yes, please specify type of equipment, weight (approx kilos) and frequency of the requirement. Please provide specific examples. | Frequent sitting or standing in a restricted position/ moderate to intense effort for several short periods.  E.g. Kneels or crouches to deliver treatment, manoeuvres patients and equipment |
| **MENTAL EFFORT**  Describe the amount of concentration required within the day-to-day job. What is it the employee will have to concentrate on? Please give examples of how often and for how long this concentration occurs. Please provide specific examples of when mental effort is required.  Is the post holder required to drive a vehicle? If so please specify duration and frequency. | Frequent concentration on patient treatment, tests, care plans, works to schedule visits, calculating doses |
| **EMOTIONAL EFFORT**  Does any part of the job require any emotional effort? What elements of the role expose the employee to emotional effort?  How often does this happen? Please provide specific examples. E.g. exposure to child protection issues | Frequent distressing or occasional highly distressing or emotional circumstances e.g. deals with distressed patients or relatives, imparting distressing news in relation to clinical status, managing staff; dealing with safeguarding concerns |
| **WORKING CONDITIONS**  Is the post holder required to work in extreme heat or cold, with smells, noise or fumes which are unavoidable, even with the strictest health and safety controls? Does the post holder work with clients or patients who express aggressive verbal or non-verbal behaviour or similar. Please describe the requirement and the frequency with which this may occur. | Frequent unpleasant conditions or occasional highly unpleasant e.g. smell, dirt; weather conditions; challenging behaviour; aggression; body fluids |

**TERMS AND CONDITIONS OF SERVICE**

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| **Band:** | Band 6 |
| **Hours:** | 37.5 hours per week |
| **Contract:** | Permanent |
| **Salary:** | £37,338 - £44,962 per annum |
|  | New staff will normally be appointed to the minimum of the pay band. Staff transferring from one post to another in the same pay band within the NHS will enter the band at the same point that they were previously on. Staff promoted within the NHS will enter the new pay band at the minimum or the first point of the new pay band that gives them an increase in salary. Any previous NHS service will be subject to confirmation by the Payroll Department. |
| **Annual Leave:** | The annual leave year runs from 1 April to 31 March following.  The full entitlement being 27 days for a full year and pro rata  for an incomplete year's service. An additional 2 days will be  awarded after 5 years service plus a further 4 days after 10  years service. This is in addition to 8 public and statutory days  holiday. |
| **NHS Pension:** | The post is pensionable unless you opt out of the scheme or  are ineligible to join and your remuneration will be subject to  deduction of contributions in accordance with the National  Health Service Pension Scheme. In the event of you not  wishing to join the scheme you should complete form SD502  on your commencement date. |
| **Medical:** | The appointment maybe subject to you completing a declaration of health form, which may lead to a full medical examination upon request. |
| **Notice:** | Giving notice – you are required to give the Trust 8  weeks written notice of termination of your employment.  Receiving notice – with the exception of ‘Summary Dismissal’ you will be entitled to receive notice of 8 weeks or your statutory notice entitlement whichever is the greater.    Statutory entitlement is:  For staff with more than 4 weeks continuous service, entitlement to notice is 1 week for each year of completed service up to a maximum of 12 weeks. |
| **PROFESSIONAL REGISTRATION**  Where it is a requirement as part of this job role to be registered with a Professional Body, you are required to maintain and update your registration in line with the Trust’s Professional Registration Policy. You are required to provide proof of your registration status on your appointment, at renewal of registration or at any other time as requested by the Trust. It is also a requirement for you to comply with any Codes of Professional Conduct and to update/satisfy any Continuous Professional Development conditions.  It would also be a requirement for you to comply with any Codes of Professional Conduct and to update/satisfy any Continuous Professional Development conditions.  **REHABILITATION OF OFFENDERS ACT 1974**  Because of the nature of the work for which you are applying, this post is exempt from the provisions of Section 4(2) of the Rehabilitation of Offenders Act 1974. Applicants are, therefore, not entitled to withhold information about convictions which for other purposes are 'spent' under the provisions of the Act, and, in the event of employment any failure to disclose such convictions could result in dismissal or disciplinary action by the Trust. Any information given will be completely confidential and will be considered only in relation to an application for positions to which the Order applies.  **DBS CHECK (Formerly CRB)**  This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure & Barring Service to check for any previous criminal convictions.  The Trust is compliant with the Disclosure & Barring Service ‘Code of Practice’, a copy of which is available on request.  The Trust welcomes applications from a wide range of candidates including those with a criminal record. It undertakes not to discriminate unfairly against any subject of a Disclosure on the basis of a conviction or other information revealed. A full Trust policy on the Recruitment of Ex-offenders is available on request.  **SECTION 11 COMPLIANCE**  **Safeguarding Children and Vulnerable Adults**  All employees are required to act in such a way that at all times safeguards the health and well being of children and vulnerable adults. Familiarisation with and the adherence to the Trust’s Safeguarding policies is an essential requirement of all employees as is participation in related mandatory/statutory training.  **ORGANISATIONAL AND STATUTORY REQUIREMENTS**  All employees should understand that it is their personal responsibility to comply with all organisational and statutory requirements, e.g. Health and Safety; Equal Treatment and Diversity; Confidentiality; Infection Prevention and Control.  **MENTAL CAPACITY ACT (MCA 2005 CODE OF PRACTICE)**  This Act applies to all persons over the age of 16 who are judged to lack capacity to consent or withhold consent to acts which are considered by health and social care professionals to be in the best interests of their welfare and health.  The Mental Capacity Act 2005 imposes a legal requirement on health and social care professionals to ‘have regard to’ relevant guidance within the Code of Practice when acting or making decisions on behalf of someone who lacks capacity to make the decision for themselves. Furthermore, they should be able to explain how they had regard to the Code when acting or making decisions.  Detailed guidance is available in the Mental Capacity Act 2005 Code of Practice http://www.dca.gov.uk/legal-policy/mental-capacity/mca-cp.pdf  **NOTE**  This job description does form a part of the contract of employment and indicates how that contract should be performed. The job description will be subject to amendment in the light of experience and in consultation with the postholder.  **JOB SHARE**  This post is suitable for job sharing and when filled on this basis will attract all normal terms and conditions of service outlined above, but on a pro rata basis if appropriate.  **SMOKING**  The Trust operates a no smoking policy and is smoke free. | |

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**PERSON SPECIFICATION – Discharge Facilitator**

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| **Attributes** | **Essential** | **Desirable** | **Method of Assessment** |
| **QUALIFICATIONS**  **& TRAINING** | Professional degree or diploma in relevant field  Post Graduate qualification in specialist field  Appropriate statutory professional body registration  Must be willing to participate in any relevant training identified to develop skills required to carry out duties  Maintains a portfolio of CPD in line with regulatory body standards | Supporting Learning in Practice (SLIP) or equivalent  Leadership and management training – ILM 3 or equivalent | Application  Interview  References |
| **EXPERIENCE** | Experience in the clinical field or a closely related clinical area as part of a wider multidisciplinary team  Experience in supervising and delegating to other members of staff | Working in community or primary care based teams  Experience of managing staff | Application  Interview |
| **KNOWLEDGE & UNDERSTANDING** | Detailed theoretical and clinical knowledge appropriate to service area and profession  Knowledge of relevant current issues in health and social care, ethics and innovation  Demonstrates awareness of limits to knowledge base  Application of clinical governance and quality measures in practice | Knowledge of specific innovation techniques / initiatives e.g. Productive Community / Ward Series (Leeds Approach) | Interview |
| **PRACTICAL & INTELLECTUAL SKILLS** | Specialist assessment, planning and evaluation skills  Performs test / procedures / diagnostics relevant to clinical role at a specialist level proficiently  Complex analytical and creative problem solving skills in unpredictable situations  Workload management including delegation of tasks and day-to-day team leadership  Competent IT skills in order to collect and interpret data, present reports and compile simple presentations  Effective verbal, non-verbal and written communication skills including communicating complex or potentially distressing information to patients / carers and managing conflict when appropriate  Risk assessment skills  Reflective practice skills – able to give clear and effective feedback  Able to research, understand and evaluate evidence in order to contribute to practice development | Experience in research and/or clinical audit | Application  Interview  Test |
| **ATTITUDE & BEHAVIOUR** | Displays care, compassion, sensitivity and responsiveness to other peoples’ feelings and needs  Able to work as part of a team, co-operating to work together and in conjunction with others and willing to help and assist wherever possible and appropriate appreciating the value of diversity in the workplace  Able to develop, establish and maintain positive relationships with others both internal and external to the organisation and with patients and their carers  Able to work under pressure, dealing with peaks and troughs in workloadmanaging unpredictable service demands  Positive and flexible attitude to dealing with change; able to respond to the changing needs of the patient in an appropriate and timely manner;  willing to change and accept change and to explore new ways of doing things and approaches  Highly motivated and reliable  Has a strong degree of personal integrity; able to adhere to standards of conduct based on a culture of equality and fairness  Demonstrates values consistent with those of the Trust  Ability and willingness to adopt a flexible approach to work on the occasions it may be required. |  | Application Form  Interview  References  Test |