

## Person Specification

<b>Department:</b>  <b>Integrated Community Care –</b>  <b>Location: Single Point of Access</b> <b>Northern General Hospital</b>  <b>Drawn up by: Deputy Admin Manager</b>	<b>Job Title:</b>  <b>Hospital Discharge Facilitator</b>  <b>AFC Band: 3</b>	<b>Permanent</b>  <b>Fixed Term</b> <b>Temporary</b>  <b>Bank</b>	
---	--	--	--

Shortlist Criteria relevant to the job	Essential Requirements necessary for safe and effective performance in the job	Additional/Useful Where available, elements that contribute to improved/ immediate performance in the job	Evidence obtained from: Presentation - P Interview - I Skills Assessment - S Application form - A
<b>Qualifications</b> (General education/further and professional)	<ul style="list-style-type: none"> <li>Educated to GSCE standard; at least five GSCEs Grade C and above, including Maths and English or equivalent</li> <li>NVQ Level 2/3 in Business Administration or equivalent relevant experience.</li> </ul>	<ul style="list-style-type: none"> <li>ECDL or equivalent proven skills to same standard</li> <li>OCR Word Processing Level II or equivalent or equivalent experience</li> </ul>	A
<b>Experience</b> (Previous/current work or any other relevant experience)	<ul style="list-style-type: none"> <li>Experience of working in a Multidisciplinary patient-centred environment</li> <li>Experience in dealing appropriately with highly sensitive and confidential information, demonstrating a keen eye for detail</li> <li>Experience of working in a busy office</li> </ul>	<ul style="list-style-type: none"> <li>Extensive and relevant experience in Health and Social Care</li> <li>Knowledge of medical terminology</li> <li>Knowledge of relevant Trust's policies and ability to ensure compliance</li> </ul>	A I

	<p>and highly pressurised environment whilst working to tight and changing deadlines with a number of conflicting demands</p> <ul style="list-style-type: none"> <li>• Ability to use own initiative to problem solve complex situations that arise</li> <li>• Proficient in the use of IT packages, particularly Microsoft Office</li> <li>• To be able to demonstrate effective communication skills and ability to deal effectively with conflict to minimise its escalation with all levels of the organisation</li> <li>• Experience of collating, recording, and maintaining databases to enable accurate data reporting</li> <li>• Experience of dealing with a high volume of telephone enquiries</li> </ul>		
<p><b>Further Training</b> (Specialist/Management previous job training)</p>		<ul style="list-style-type: none"> <li>• Excellent knowledge of the NHS Trust &amp; Social Care.</li> </ul>	<p>A I</p>
<p><b>Special Skills/Aptitudes</b> (Verbal, numerical, mechanical)</p>	<ul style="list-style-type: none"> <li>• Ability to identify Safeguarding Concerns have been raised and to follow the escalation process</li> <li>• To be able to demonstrate effective communication skills with multi-disciplinary teams</li> <li>• Ability to demonstrate negotiation and tactful skills to ensure patient needs on discharge are met</li> <li>• Ability to multi task and prioritise a diverse workload, meeting deadlines due to the high demands of the service</li> <li>• Ability to show accuracy and attention to detail</li> <li>• To have the skills and initiative to problem solve the complexity of issues that will arise both internally and externally</li> <li>• Confident in dealing with colleagues, patients and other organisations in a calm, patient and tactful manner, including in difficult situations</li> </ul>	<ul style="list-style-type: none"> <li>• Working Knowledge use of Trust Systems e.g. SystemOne /Lorenzo, Insight, Patient Discharge Planning System and Sheffield City Council Liquid Logic and Azure</li> <li>• Ability to interpret information requirements and present complex findings</li> </ul>	<p>A I</p>

	<ul style="list-style-type: none"> <li>• Ability to work on own initiative, to take ownership of your allocated workload</li> <li>• Willingness to undertake further training and development</li> <li>• Ability to identify areas for improvement and propose achievable solutions</li> </ul>		
<p><b>Other Factors</b></p>	<ul style="list-style-type: none"> <li>• Reliable &amp; punctual</li> <li>• Ability to work flexibly as the role requires</li> <li>• Excellent organisation Skills</li> <li>• Excellent team player</li> <li>• Ability to understand, demonstrate and maintain confidentiality and security in the department.</li> <li>• Enthusiastic, positive and self-motivated</li> <li>• Diplomatic, calm and objective</li> <li>• Confidence in dealing with staff of all levels</li> <li>• Committed to equal opportunities</li> </ul>		<p>A I</p>

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

THIS FORM TO BE RETURNED TO THE HUMAN RESOURCES DEPARTMENT FOR MONITORING PURPOSES

*We are committed to our responsibilities under the Equality Act 2010 and encourage equal opportunities, diversity and flexibility within our workforce*