

**Job Title:** Discharge Liaison Officer  
**Band:** Band 3  
**Directorate:** Operations  
**Reports to:** Discharge Liaison Officer Manager  
**Accountable to:** Patient Flow Commander  
**Professionally Accountable to:** N/A  
**Responsible for:** Ensuring the ward is supported to allow the safe and timely discharge of patients  
**Main Base:** York Hospital  
**Contract Status:**  
**AfC Job Reference:**

#### **JOB SUMMARY/ PURPOSE:**

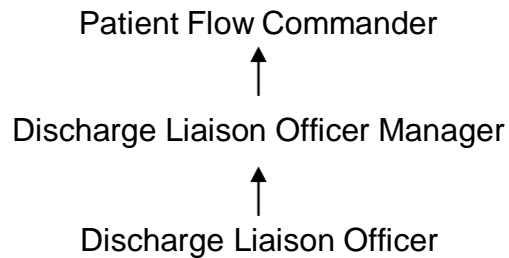
The primary focus of the Discharge Liaison Officer role is to enable and support the safe and timely discharge of patients. The post holder will need to consider the options around a patient's discharge and take appropriate action to resolve delays in discharge. This will ensure capacity is created in the system to ensure that wards have empty beds at all times to match their demand. The key element of the Discharge Liaison Officer role is to communicate with the Bed Managers and the nurse in charge to ensure everyone is working to the same plan of no delays for patients.

To work within Bronze Command (BC), in partnership with staff at York Hospital, Vale of York CCG, Scarborough and Ryedale CCG, East Riding CCG, City of York County Council, North Yorkshire County Council, East Riding County Council, patients and their carers to proactively support and facilitate timely and safe discharges from hospital to home or onward care settings.

The post holder will need to be prepared to work evenings, weekends and bank holidays on a rota basis across York Hospital.

Although the role is ward based, you will be a cell of BC and allocated to a ward, on a rotational basis. This ward will change dependant on service need as determined by the Patient Flow Manager (PFM). In addition, the post holder will be required to provide flexible cover at times of service pressure to other wards and departments as directed by the PFM. The post-holder will experience a certain level of autonomy with regards to their work load. However they will be expected to be closely supervised by the Ward Sister or nurse in charge of the ward and receive instructions from the PFM.

## ORGANISATIONAL CHART:



## KEY RELATIONSHIPS:

The Discharge Liaison Officer will work closely with all ward staff, Ward Clerks, Pharmacy, Radiology, Pathology, Transport, the Discharge Liaison Nurse, Bed Managers, and the Discharge Lounge. This list is not exhaustive and it is expected that there will be other key relationships which will develop within this role.

## KEY DUTIES:

- Responsible for ensuring every patient plan is up to date and has a plan for at least 7 days or until estimated day of discharge (EDD)
- Actively progress chases all identified delays to patient. Taking appropriate action to resolve through considering the options available and using judgement in making the appropriate decision.
- Work with ward staff to ensure that Visual Hospital is accurate and updated every 2 hours.
- Responsible for driving the achievement of discharge levelling targets through effective planning and focused attention

### Operational duties:

- In conjunction with the nurse in charge, ensure Visual Hospital information is available and up to date every 2 hours.
- Update the visual hospital board as per the standard operating procedure (SOP) and escalate any issues to the BC.
- Liaise with the patient flow team to inform them immediately when a patient is discharged from the ward.
- Ensure that the Plan for Every Patient (PFEP) board has a plan for at least

7 days or until EDD maintaining the board and updating where necessary.

- 
- As directed by the nurse in charge, deliver all allocated actions following PFEP and Visual Hospital, liaising as appropriate with colleagues from health and social care. Escalate any issues to the PFC in a timely manner
- In conjunction with the nurse in charge ensure that wards have plans to meet, and then achieve, their discharge levelling targets. Alert the ward manager to any projected shortfalls against the required number of discharges.
- Ensure all those involved in the current and onward care of the patients carry out their assessments and related activities in a timely manner; this will require liaison with other professionals and senior colleagues including doctors, nurses and the wider multi-disciplinary team (MDT) to obtain medically estimated dates of discharges (EDD)
- Ensure any relevant information from the wards' MDT is factored into individual patient discharge plans.
- Ensure that ward based Safer Bundles are adhered to and escalated to BC when appropriate
- Work and liaise closely with the patient's family and friends to ensure they are fully informed of their EDD
- Develop effective relationships within the ward environment and wider teams.
- Anticipate and support the ward team on a daily basis to receive patient transfers.
- Ensure the Bed Managers are kept up to date with any transfer/discharges in real time.
- Practically encourage the use of the patient Discharge Lounge for patient discharges being aware of the criteria for transferring patients there.
- Understand, encourage and complete the necessary paperwork to enable discharge in a safe and timely manner
- Understand and ensure completion of paperwork takes place for any patient transfers to Community Beds.
- Ensure all patient documents for patient discharge are prepared in advance ie discharge letter, District Nurse referrals, OPD appointments
- Co-ordinate the prescription of TTO's as early as possible within the patients stay, but not later than 24 hrs prior to discharge. Be responsible for ensuring TTO's are available on the ward at least 12 hours before patient is due to leave hospital.
- Ensure weekend discharge arrangements for clinically fit patients are implemented by Friday afternoon.
- To develop strong working relationships with ward teams, patient flow teams and colleagues from across health and social care to contribute to a culture that says 'yes' to ensuring patients are in the right place at the right time

## **KEY RESPONSIBILITIES:**

- Communicate with a range of healthcare professionals using persuasive skills when needed to facilitate effective discharge from hospital
- Should any issues arise re discharge that complicate or have potential to complicate the process, escalate in real time to:-
  - o Ward Sister/nurse in charge.
  - o Bed Manager
  - o Patient Flow Commander
  - o Deputy Director of Operations
- The post holder is accountable for their own actions, some of which will be guided by Standard Operating Procedures, however, the post holder will be expected to work with a degree of initiative.

## **KEY VALUES**

The Trust would expect all employees to demonstrate our values as part of their day to day working lives:

- We are **kind**
- We are **open**
- We pursue **excellence**

These values are underpinned by behaviours:

We are **kind**, this means we:

- **Respect** and value each other;
- Treat each other **fairly**;
- Are **helpful**, and seek help when we need it.

We are **open**, this means we:

- **Listen**, making sure we truly understand the point of view of others;
- Work **collaboratively**, to deliver the best possible outcomes;
- Are **inclusive**, demonstrating everyone's voice matters.

We pursue **excellence**, this means we:

- Are **professional** and take pride in our work, always seeking to do our best;
- Demonstrate high **integrity**, always seeking to do the right thing;
- Are **ambitious**, we suggest new ideas and find ways to take them forward, and we support others to do the same.

## STANDARD GENERIC ITEMS

The post holder will uphold and support these values in accordance with the Personal Responsibility Framework. To this end, in our goal to promote and embed equality and diversity throughout the organisation, the post holder will ensure that everyone is treated as an individual, with dignity and respect. Further, the post holder will embrace the Trust's philosophy that as individuals we are all unique, and will acknowledge and value difference in order to treat everyone fairly.

The post holder will maintain the security of sensitive personal and other confidential information and will apply all relevant Information Governance policies reliably to working practice. Additionally they will be expected to follow secure operating procedures for handling information in all formats, including verbal, written and that held electronically.

The post holder will support the Trust's internal audit service during regular reviews of financial and other systems across the organisation. The post holder will assist audit in these reviews and will provide information as required and without undue delay.

The post holder is responsible and accountable for their own practice in line with Trust Infection Prevention and Control policies that reflect evidence, best practice and legislative requirements.

The post holder will have the appropriate level of child protection and adult safe guarding knowledge, skills and practice required for the post and be aware of and comply with the Trust's child protection and adult safe guarding policies and procedures.

In addition to observing the departmental rules and procedures, which all staff are required to observe and follow, the post holder is also required to follow the Trust's general policies and procedures that apply to the employment relationship. Whilst the Trust recognises specific responsibilities fall upon management, it is also the duty of the post holder to accept personal responsibility for the practical application of these policies, procedure and standards. The post holder should familiarise themselves with these, and ensure they have an understanding of them, and adhere to them. Particular attention is drawn to:

- Health & Safety: Under the Health and Safety at Work etc Act 1974 it is the responsibility of individual employees at every level to take care of their own health and safety at work, and that of others who may be affected by their acts at work. This includes co-operating with management in complying with health and safety obligations, particularly by reporting promptly any defects, risks or potential hazards. The post-holder is required to undertake annual training in respect of Health and Safety and comply and adhere to all Trust Health and Safety Policies.

- Fire: The post-holder must adhere to the Trust's Fire Policy, including attendance at training.
- Working Time Regulations: The postholder must ensure that they do not work more than an average of 48 hours per week based on a 17-week period regardless of whether this is for the Trust as a secondary contract, as overtime, bank/casual, agency work or with another employer.

The Trust has a No Smoking Policy. All its premises are considered as non-smoking zones, other than designated smoking areas.

In order to ensure the Trust's ability to respond to changes in the needs of the service, the Trust may make changes on a temporary or permanent basis, that are deemed reasonable in the circumstances, to the duties and responsibilities outlined in the job description. Any changes will be made with reasonable notice, taking into account the circumstances of the Trust and the post-holder. The job description will be reviewed annually as part of the Trust's Appraisal process.

**JOB DESCRIPTION AGREEMENT:**

|  |                                     |
|--|-------------------------------------|
| <b>Job Holder [Print name]</b>         | <b>Job Holder Signature</b>         |
| <b>Recruiting Manager [Print name]</b> | <b>Recruiting Manager Signature</b> |

## PERSON SPECIFICATION

### Discharge Liaison Officer

| Criteria                                      | Essential   | Desirable   |
|---|---|---|
| <b>Education, Qualifications and Training</b> | <p>Educated to GCSE Level English and Maths Grade C or equivalent</p> <p>ECDL qualification or equivalent experience</p> <p>NVQ Level 3 or equivalent experience</p>  |   |
| <b>Experience &amp; Knowledge Required</b>    | <p>Knowledge and understanding of the ward routine and processes with regard to discharging a patient</p> <p>Knowledge and understanding of the differing needs of service users with a range of clinical conditions and potential disabilities</p> <p>Demonstrable experience of adapting own approach to engage with service users, a range of external and internal stakeholders and colleagues at different levels of seniority and discipline</p> <p>Experience of dealing with conflict and resolving effectively</p> <p>Demonstrable experience of working autonomously.</p> <p>Evidence of effective problem-solving skills with the ability to be a flexible thinker under pressure</p> <p>Knowledge of establishing and maintaining robust administrative processes and</p> | <p>Experience of working in a health or social care setting</p> <p>Awareness of community services and partner agencies</p> <p>Knowledge and awareness of community partners and agencies</p> |

|  |  |  |
|--|--|--|
|  | systems  |  |
| <b>Skills &amp; Attributes</b>           | <p>Must be resilient and quick to adapt</p> <p>Effective negotiator and influencer with a range of stakeholders within and outside the Trust</p> <p>Experience to work across a range of IT systems</p>                              |  |
| <b>Aptitude &amp; Personal Qualities</b> | <p>Ability to challenge others and use own initiative</p> <p>Excellent communication skills</p> <p>Ability to prioritise and work to deadlines</p> <p>A commitment and understanding of the need to deliver patient-centred care</p> |  |
| <b>Values, Drivers &amp; Motivators</b>  | Ability to demonstrate our organisational values and behaviours:   |  |



**KSF GENERIC BAND OUTLINE:**

| PAY BANDS      | C1:<br>COMMUNICATION | C2:<br>PERSONAL &<br>PEOPLE<br>DEVELOPMENT | C3:<br>HEALTH, SAFETY<br>& SECURITY | C4:<br>SERVICE<br>IMPROVEMENT | C5:<br>QUALITY | C6:<br>EQUALITY &<br>DIVERSITY |
|----------------|----------------------|--|-------------------------------------|-------------------------------|----------------|--------------------------------|
|                | LEVELS               |  |                                     |                               |                |                                |
| 1              | 1                    | 1  | 1                                   | 1                             | 1              | 1                              |
| 2              | 2                    | 1  | 2                                   | 1                             | 1              | 2                              |
| 3              | 2                    | 2  | 2                                   | 1                             | 2              | 2                              |
| 4              | 2                    | 2  | 2                                   | 2                             | 2              | 2                              |
| 5              | 3                    | 3  | 2                                   | 2                             | 2              | 2                              |
| 6              | 3                    | 3  | 2                                   | 2                             | 3              | 2                              |
| 7              | 3                    | 3  | 3                                   | 3                             | 3              | 3                              |
| 8 a-b          | 4                    | 4  | 3                                   | 4                             | 4              | 3                              |
| 8 c-d<br>and 9 | 4                    | 4  | 4                                   | 4                             | 4              | 4                              |

# Occupational Health & Wellbeing Services

## OH1a Job Risk Assessment Sheet

**Occupational Health & Wellbeing Services**  
 Centurion House  
 Tribune Way  
 Clifton Moor  
 YORK  
 YO30 4RY  
 Tel: (01904) 725099  
 E-mail: [occhealth-clerical@york.nhs.uk](mailto:occhealth-clerical@york.nhs.uk)

This profile is intended to identify the hazards that the post holder is likely to be exposed to whilst undertaking this role. It is intended to complement the Work Health Assessment Form.

**Job Title:**

**Directorate:**

**Name:**

**Occupation:**

| The job involves occupational exposure to:  | Yes<br>√ | No<br>√ | Details |
|---|----------|---------|---------|
| Clinical contact with patients  |          | ✓       |         |
| Non clinical contact with patients  | ✓        |         |         |
| Respiratory irritants (e.g. fumes, dust)  |          | ✓       |         |
| Exposure to noise over 80db   |          | ✓       |         |
| Latex   |          | ✓       |         |
| Cytotoxic agents  |          | ✓       |         |
| Solvents  |          | ✓       |         |
| Working at night  |          | ✓       |         |
| Working at heights  |          | ✓       |         |
| Food preparation and handling   |          | ✓       |         |
| Working alone   |          | ✓       |         |
| Shift work  |          | ✓       |         |
| Exposure prone procedures (e.g. surgical invasive procedures)                                 |          | ✓       |         |
| Regular work with patients with TB/handling of TB specimens                                   |          | ✓       |         |
| Work with potentially aggressive patients/clients (verbally or physically)                    | ✓        |         |         |
| Regular requirement to stand/bend/kneel/walk, etc   | ✓        |         |         |
| Regular requirement to lift/push/pull patients/objects  | ✓        |         |         |
| Very hot or very cold working environments  |          | ✓       |         |
| Work with immunocompromised patients  |          | ✓       |         |
| Regular use of display screen equipment   | ✓        |         |         |
| Driving duties (patient/client/staff transport/transportation of goods, e.g. post, specimens) |          | ✓       |         |
| Exposure to hand transmitted vibration  |          | ✓       |         |
| Working in confined spaces  |          | ✓       |         |
| Risk of blood or body fluid exposure  | ✓        |         |         |
| Exposure to ionising radiation  |          | ✓       |         |
| Exposure to substances hazardous to health (COSHH regulations); please specify substances     |          | ✓       |         |
| High mental stress content  | ✓        |         |         |

OH1a/jobriskassessmentsheet/sept2011/reviewsept2013/preparedbyEAW

Version: 2

Date implemented: November 2014