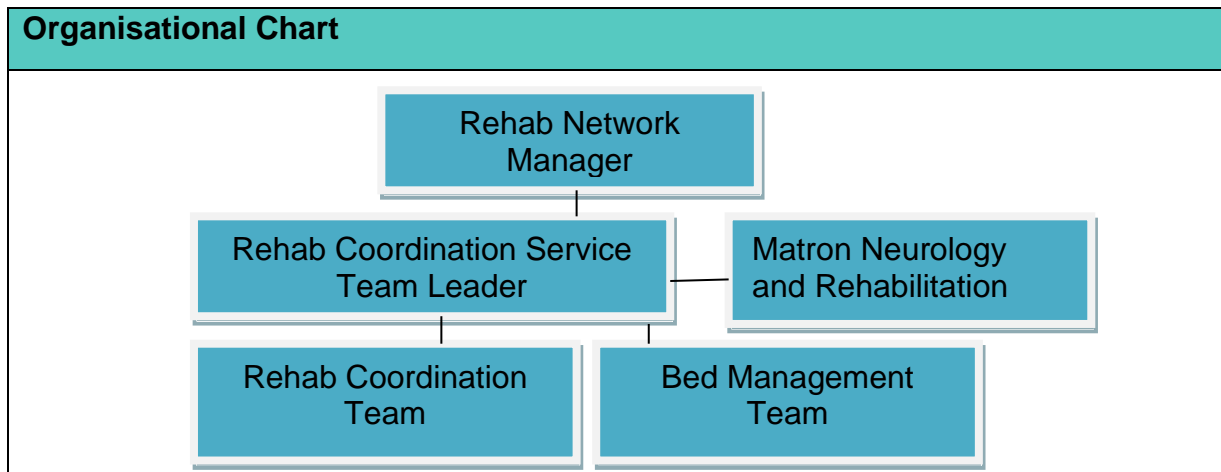


JOB DESCRIPTION

Job Information		
1.	Job Title:	Rehabilitation Co-ordination Service Lead / Single Point of Contact
2.	AfC Band:	8a
3.	Directorate/Service:	Cheshire and Merseyside Rehabilitation Network Neurology
4.	Accountable To:	Rehabilitation Network Manager
5.	Responsible For:	Rehabilitation Co-ordination Service
6.	Base Location:	WCFT/ Cheshire and Merseyside Rehabilitation Network, Hub and Spoke Units
7.	AfC Job Code:	NM.NS 619/A



Role summary

- To operationally manage the designated Rehabilitation Coordination Service for Cheshire and Merseyside Rehabilitation Network. Ensuring rehabilitation is coordinated across the hub and spoke rehabilitation units.
- The post holder will monitor and evaluate the impact of the team and its working practices, working collaboratively with the Matron for Neurology and the Rehab Network and reporting to the Rehabilitation Network Manager as per the organisational structure.

- The post holder will work in collaboration with the rehabilitation consultants, matron for Neurology and Rehab Network, AHP's, Therapy and Nursing rehabilitation Unit Managers to ensure Rehabilitation Network issues that require action are dealt with and escalated as required.
- The post holder act as a single point of contact to referrers, patients and families to support the delivery of the Rehabilitation Network's key aim of facilitating a smooth transition from acute hospital care to the most appropriate rehabilitation unit.
- The post holder will provide expert clinical advice on the most appropriate rehabilitation pathway in order to optimise and organise access to rehabilitation across the Network designated units, ensuring that patients are supported throughout their rehabilitation pathway and that transition between services and into the community are well planned. Signposting to alternative rehabilitation services will also be required
- The post holder will also be required to perform a bed management function to ensure the service meets its agreed service specification and operational and key performance objectives. This includes maintenance of a referral database that accurately records network activity in relation to referrals, delays in transfers of care, waiting times and lengths of stay.
- The post holder will provide expert clinical advice on the most appropriate rehabilitation pathway in order to optimise and organise access to rehabilitation across the Network designated units, ensuring that patients are supported throughout their rehabilitation pathway and that transition between services and into the community are well planned.

Key responsibilities: Rehabilitation Coordination Service Team Lead function

- Maintain an overview of the flow of patient's status across the Cheshire and Merseyside Rehabilitation Network working to resolve any major capacity management issues and reporting unresolved concerns to the Rehabilitation Network Manager and Matron for Neurology and Rehabilitation Network as required.
- Investigate patient delay issues and work with the hub and spoke rehabilitation units, individual trusts and social services to identify the most appropriate way of resolving these.
- To have an oversight and monitor performance of the bed management function, ensuring this acts as an integral part of the service.
- Working collaboratively with the Matron for Neurology and Rehab Network support the Network Manager in identifying risk and making decisions to provide appropriate management of the service
- To provide leadership for the team on the co-ordination of individual patient MDT assessments and rehabilitation plans and acting as a single point of communication on rehabilitation progress.

- Responsible for the co-ordination and participating in the initiation/updating of Network wide policies and protocols. In addition co-ordinate and participate in appropriate training programmes and audits of compliance.
- Provide strong leadership to Rehabilitation Coordinators Workers and other personnel within the Rehabilitation Network including the network based social workers acting all times as a role model
- Encourage innovation from within the team and apply ideas as appropriate.
- Responsible for a delegated budget, meeting CIP targets and maintain a balanced budget
- Responsible for purchase, order and selection of specialist stock
- Organise staff workload to meet targets and demands of the service in a timely effective manner. Provide cover/support for other team members as required by workload e.g. incidents/outbreaks/annual leave/study leave/sick leave.
- Lead and attend as appropriate network operational and governance meetings Clinical Governance meetings and other sub-committees and forums as required.
- Manage the rehabilitation coordination and bed management team for sickness, absence, compliance with competencies and ensure PDPs and regular clinical supervision are carried out and used to constructively develop and maintain the capability of team members.
- Responsible for staff recruitment, mentorship of staff in training and supporting their development.
- Review ongoing Risk Management and Health and Safety Issues and work with relevant organisations and Rehabilitation Network staff to minimise the risks and to underpin this with proactive role in the oversight and management of the CMRN risk register.
- Initiate and co-ordinate regular team meetings to facilitate effective communication and shared objectives.
- Construct and deliver with team members objective based training programmes that meet the needs of the learner and the organisation; including informal education and training as requested, formal pre-registration and post registration and formal mandatory training for all staff within the organisation

- As a member of the CMRN Senior Leadership team provide strong professional leadership and support if required to other staff groups within CMRN.
- To deputise for the Rehab Network Manager as required.
- Support the Rehab Network Manager, Clinical Lead, Matron for Neurology and Rehab Network and the Network Performance, Information and Research Manager in sustaining high standards of clinical governance and safety across CMRN. .

Key responsibilities: Single Point of Contact Function

- To be responsible for facilitating the most appropriate rehabilitation within the Cheshire and Merseyside Managed Clinical Rehabilitation Network for those patients who are recovering from highly complex neurological and/or multiple trauma related conditions, where a period of rehabilitation is recommended by the referring organisation
- Facilitate timely admission to the most appropriate level of care within the rehabilitation pathway
- Work with the Rehabilitation Consultants, Bed Management Service and Rehabilitation Co-ordinators to review referrals, sharing relevant information
- Provide all relevant information for new admissions to the Rehabilitation Consultants, Co-ordinators and clinical leads to support efficient and effective admissions for patients
- Assist the Network in development, implementation, evaluation and monitoring of the service and outcomes

The bed management service is delivered by a dedicated team, according to an agreed service specification and operational framework which will include the following key responsibilities

- Reporting of patients who meet and do not meet referral criteria (including referral source)
- Monitoring and reporting of admission, including waiting times
- Monitoring and reporting of delays in discharges and discharges
- Monitoring and reporting of interruptions
- Monitoring and reporting of length of stay within agreed indicative timescales for the hub (10-12 weeks) and spoke units (16 weeks)
- Monitoring bed occupancy at unit and network level and escalating in times of high demand and reporting any issues to the rehabilitation network manager
- To ensure the smooth co-ordination of rehabilitation through liaison with the Inter-disciplinary teams and by making referrals to network and external agencies
- To facilitate an effective network communication system that includes

patients, carers and all other health and social care professionals.

- To monitor the appropriateness of referrals for the in-patient rehabilitation facilities within all levels, obtaining relevant information to patient care and ensuring timely and appropriate transfers of care along the rehabilitation pathway.
- To work with and support the bed management team to ensure timely and appropriate transfers and placement along the pathway.
- To guide patients and carers throughout the rehabilitation process, demonstrating expert clinical knowledge of rehabilitation models that support best practice regarding highly complex trauma and neurological rehabilitation programmes in line with network agreed standards and principles.
- To work closely with Rehabilitation Consultants, Rehabilitation Nurses, Allied Health Professionals and therapy clinicians around rehabilitation plans and to facilitate a timely and smooth transfer to the next stage of rehabilitation across the Network.
- To ensure that all patients who are referred receive appropriate therapeutic interventions based on clinical need and receive appropriate and timely rehabilitation programmes.
- To promote a critical, analytical approach to monitoring the progression of highly specialist patient rehabilitation against rehabilitation goals residing in in-patient rehabilitation facilities, obtaining relevant patient care information to support the completion of the rehabilitation prescription/pathway.
- To identify patients whose progression with rehabilitation does not require them to remain in a hub or spoke rehabilitation unit and who would be more appropriately placed in an alternative placement or at home.
- To Identify barriers, gaps or delays in the rehabilitation pathway and resolve these to ensure a smooth transition for patients across hub, spokes and community
- To analyse and report on patient movement throughout the pathway highlighting key areas of concern.
- To work with the interdisciplinary teams to ensure all patients have a comprehensive set of assessments and up to date progress reports that are transferred with them to the appropriate placement in compliance with established policies and procedures.
- To work with the rehabilitation hub and spoke unit staff, rehabilitation and Allied Health Professionals to support them in their role of discharge planning and reducing length of stay.
- To participate in Rehabilitation Co-ordinator weekly caseload review

meetings to assist in the planning of individual patient pathways, to provide an overview of network patient flow and transfer rehabilitation programmes from hub, to generic spoke.

- To provide an oversight and work to resolve any issues relating to specialist equipment, procedures and care that would delay the delivery of rehabilitation within the hub and generic spokes units and on discharge.
- To act as the single point of contact for referrals for the Cheshire and Merseyside Managed Clinical Network for new and step up admissions from areas such as Major Trauma Centres, Critical Care, Acute Trusts and designated Slow Stream Rehabilitation Units and GP's providing expert clinical advice on the most appropriate rehabilitation pathway.
- To respond to out of area referrals for network in-patient rehabilitation by completing designated assessments and provide an expert opinion on the appropriateness of these referrals.
- To ensure all referred patients to the Rehabilitation Network meet the criteria for the specific units and provide an advisory and signposting service to referrers of alternatives for those who do not.
- To monitor the referrals for all levels of the in-patient rehabilitation facilities obtaining relevant patient care information, ensuring appropriate and timely transfers of care along the rehabilitation pathway.
- To identify any out of area patients within the hub in- patient rehabilitation unit and engage with their local rehabilitation facilities or external agencies to ensure appropriate progress reports and rehabilitation information is provided to support repatriation to local areas.
- To liaise with the bed management team to authorise placements within the hub and Specialist Spoke units and to ensure relevant rehabilitation information is provided to facilitate timely and appropriate transfers and placement along the pathway.
- To use the designated electronic records to record patient rehabilitation programmes, compliance with treatment and any variances to that plan.
- To co-ordinate the interdisciplinary team within the hub and generic spokes, leading rehabilitation review meetings, family liaison meetings and multi-agency meetings ensure continuity and facilitate effective communication between all team rehabilitation members.
- To work in partnership with other health, social care, third sector and voluntary providers, promoting an integrated approach to rehabilitation.
- To ensure effective communication of highly complex clinical information

with staff, patients and other agencies as necessary. This includes communication of highly complex matters, requiring in-depth knowledge of any speciality or therapy and may include highly contentious issues.

- To make operational judgements to manage conflicting views and reconcile professional differences of opinion.
- To demonstrate persuasive motivational skills in dealing with difficult communication issues and encouraging co-operation with rehabilitation plans.
- To value and respect individuals showing reassuring sensitivity when dealing with patients and families, actively promoting the Networks core values.
- To ensure patient confidentiality is met in accordance with the networks information governance.
- To maintain accurate patient records and provide patient information to supervising staff when requested.
- To provide and receive complex information and manage barriers to understanding through negotiation and communication with a variety of individuals.

CLINICAL GOVERNANCE / QUALITY

- To demonstrate an understanding of the pathways and services accessed by all patients with highly complex clinical presentations across all levels of the rehabilitation network.
- To work as an autonomous expert practitioner and accountable for own professional outcomes.
- To contribute to the development of standards of practice that reflects safe patient flow across the Rehabilitation Network.
- To support the Rehabilitation Network Manager in the development and operation of relevant protocols to ensure strong clinical governance frameworks are evident.
- To assist the network in the development, implementation, evaluation and monitoring of the service outcomes.
- To assist the Rehabilitation Network Manager in achieving performance targets and collect data and contribute to performance reports as required.
- To work to all protocols as required and as relevant to practice.

EDUCATION AND TRAINING / DEVELOPMENT

- To contribute to the training of professionals and others as necessary in rehabilitation models, practices and programmes.
- To be responsible for own professional development and practice through a system of appraisal and Personal Development Plans, taking an active part in the review of their own work, updating specialist expert knowledge and skills and identification of own development needs.
- Ensure that all own annual mandatory training is completed and other relevant courses are attended in line with Rehabilitation Network and local policies.
- Participate in local induction programme's for new staff as required.
- To attend all mandatory training in line with network policies
- To be involved with the development of network rehabilitation, through research or audit, evaluating existing service provisions and identifying areas for improvement and change.

Information Governance

All employees must undertake appropriate Information Governance mandatory training as set out in the Corporate Induction and Mandatory Training Policy.

Infection Control

Staff will adhere to all Trust Infection Control policies and procedures which are relevant to the post, particularly with regard to the hand hygiene policy, and undertake any appropriate mandatory training. All staff will ensure that advice is sought from the infection control team as required and appropriate action is taken to minimise cross infection during patient transfers.

Equality and Diversity

It is the responsibility of every member of staff to understand the equality and diversity commitments and statutory obligations under the Equality Act 2010 and to act in ways that support equality and diversity and recognise the importance of people's rights in accordance with legislation, policies, procedures and good practice.

All employees must value and treat everyone with dignity and respect, giving consideration without prejudice, respecting diversity and recognising peoples expressed beliefs, preferences and choices. As such staff must recognise and report any behaviour that undermines equality under Trust policy.

Safeguarding Children and Vulnerable Adults

All employees are required to act in such a way that at all times safeguards the health and wellbeing of children and vulnerable adults. All employees must familiarise themselves with, and adhere to the Trusts procedures and protocols for promoting and safeguarding.

All staff must be responsible and proactive in identifying and reporting safeguarding concerns, raising these with the appropriate contact where necessary.

Quality Service

All staff are responsible for ensuring that they are part of providing a quality service for patients that is safe, effective and personable. Staff are responsible for familiarising themselves with local and Trust documentation that relates to quality and improving the patient experience.

Records Management

A record is anything that contains information in any medium e.g. paper, tapes, computer information, etc. which have been created or gathered as a result of any NHS activity. All individuals within the Trust are responsible for any records they create or use. Employees must ensure that records are retained in accordance with the Clinical Record Keeping Policy and are stored in a manner that allows them to be easily located in the event of a Freedom of Information (FOI) request.

Data Quality

All staff whether clinical or administrative should be aware of their Data Quality responsibilities; They must complete paper based documentation and enter computer data accurately and use it correctly; ensuring they endeavour to comply with the standards as described in the Trusts Data Quality Policy, Information Security and any other associated documentation.

Risk Management

All staff are expected to take a proactive role towards the management of risk. This entails assessing potential risks, taking appropriate actions to minimise any noticed risks and reporting all incidents, near misses and hazards. Employees must ensure compliance to all Trust Risk Management, Research Governance and Infection Control Policies and Procedures and abide by the Standards for Better Health and essential standards of safety and quality.

Training and Development

All staff must co-operate in the Personal Development Review process and must attend all mandatory training as specified in the Corporate Induction and mandatory Training Policy.

Professional Registration

Where required employees must abide by their relevant Code of Professional Practice and maintain their Professional Registration; abiding also by the Trusts Professional Registration Policy.

Senior Managers

All senior managers must comply with the NHS Code of Conduct for Senior Managers.

Trust Values & Behaviours

The Trust has developed a set of values and behaviours known as The Walton Way, all employees are expected to act in line with these throughout their work and daily role.

All employees must also take responsibility for managing their own health and wellbeing.

Change of Job Description

This job description is intended as an outline of the main duties relating to the role. It is not an exhaustive list. It is likely the role and requirements of it will change over time in accordance with service needs. This may necessitate updating the job description. In such circumstances this will be undertaken with the involvement of the post holder.

The post-holder must comply with the explicit and implied terms of their contract of employment and attend all necessary mandatory training. They must also comply with all Trust policies and procedures and other agreement signed to handle Trust information

PERSON SPECIFICATION

Job Title:	Rehabilitation Co-ordinator Team Leader / Single Point of Contact
AfC Band:	8a

	Essential	Desirable
Qualifications	Relevant HCPC/NMC registration Nursing or AHP degree or equivalent relevant professional qualification Educated to Master's degree or proven equivalent knowledge within relevant specialism Leadership /Management qualification or proven equivalent knowledge	

<p>Experience</p>	<p>Demonstrable post graduate experience in a rehabilitation setting</p> <p>Previous experience as a nurse or allied health professional with extensive experience of treating patients with neurological and/or multiple conditions.</p> <p>Clinically relevant experience in neurology or trauma specialties within a relevant rehabilitation setting.</p> <p>Experience of Leading a Team and managing staff</p> <p>Experience in performance management.</p> <p>Evidence of delivering on key quality performance indicators</p> <p>Ability to work as a team and autonomously.</p> <p>Ability to prioritise workload.</p> <p>Ability to demonstrate effective team working within a multi-agency/network framework.</p> <p>Proven success in working in partnership with Consultants, Nurses, AHPs, social services.</p> <p>Demonstrable experience in evidence based and reflective practice</p>	<p>Managing and interpreting data</p> <p>Participation in change management</p>
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<p>Skills & Attributes</p>	<p>To have highly developed interpersonal skills</p> <p>To be able to communicate in an effective and persuasive manner at all times even under pressure</p> <p>Excellent written and oral communication and presentational skills</p> <p>To be able to challenge current practice whilst maintaining relationships</p> <p>To be able to develop reports, protocols and policies</p> <p>Ability to record written information accurately</p> <p>Ability to use assessment skills effectively</p> <p>Ability to motivate patients and staff</p> <p>High level of organisational skills</p> <p>Ability to manage competing and at times conflicting demands</p> <p>To manage complex and conflicting information</p> <p>To have a flexible approach to work ensuring minimum levels of service provision are maintained</p> <p>Ability to meet the physical requirements of the job role</p> <p>Must be able to work as autonomous practitioner.</p> <p>Demonstrate a willingness to work flexibly on a 7 day rota if the need arises</p> <p>Due to the nature of the role, it is expected that the post holder will need to be a car driver/have regular use of a car</p>	<p>Ability to use the Microsoft office software package</p>
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<p>Knowledge</p>	<p>Understanding of patient flow</p> <p>Understanding of national and local policies and guidance.</p> <p>Demonstrates an understanding of the rehabilitation ethos and has a high level of ability that will inform and enhance optimum recovery and quality of life.</p> <p>Understanding of the Mental Health Act 1983 and Mental Capacity Act</p>	<p>Understanding of clinical audit and research practices relevant to rehabilitation.</p> <p>Demonstrable knowledge and experience of a range of rehabilitation functional outcomes measures and implications for long term recovery of life skills</p>
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