

Job Description

1. JOB IDENTIFICATION

Job Title: Hospital Discharge Facilitator

Department: Integrated Community Care

Grade: Band 3

Reports to: Admin Coordinators

Responsible to: Admin Team Leaders

2. JOB PURPOSE

- This role is designed to provide a high quality Hospital Discharge service within Sheffield Teaching Hospitals NHS Foundation Trust to prevent hospital delays and re-admissions. The objective of the role is to provide a seamless discharge with all provisions in place for a safe discharge by co-ordinating all service provisions together that are required upon discharge.
- The individual will be a part of a team where you will be responsible for the effective communication and co-ordination between wards, clinical teams and services outside the hospital .e.g. Adult Social Care.
- To proactively manage the Hospital Discharge waiting lists for all discharge pathways requiring service provisions.
- The individual will also be part of the team working towards developing the Hospital Discharge HUB working alongside Health & Social Care professionals.

3. Role of the Department

- To process and coordinate all referrals for Social Care and Community NHS Services from GP, Hospitals and Health and Social Care professionals , in a timely and professional manner.
- To receive and make telephone calls from/to other health and social care professionals.
- Responsible for the coordination of hospital discharges for patients who require on-going care to support them at home. (This includes Health, Social Care teams and Independent Sector provider services)

4. MAIN DUTIES/RESPONSIBILITIES

Communication & Relationship Skills

- To receive, screen and process a high number of hospital documentation ensuring they are adequate, accurate and correct.
- To ensure communication channels are used appropriately and effectively to coordinate hospital discharges.
- To co-ordinate and amalgamate the planning and provision of patients' needs before discharge ensuring an effective and seamless discharge is achieved.
- Participate in the development and implementation of the Hospital Discharge HUB working alongside Health & Social Care Clinicians/Assessors and other Professionals.
- To courteously and professionally deal with all incoming and outgoing telephone calls, prioritising, filtering and disseminating information accurately.
- To communicate with integrity and to adhere to the standards of behaviour expected as per the Trust Proud values and behaviours.
- Attend Meetings as required.
- Ensure financial documents (HR1 & HFR1) are submitted to Social Care Accounts Services upon agreed discharge/failed discharge.

IT & Information Resources

- Collect and collate referral information from hospital documentation and capture required information onto different computer systems e.g. Liquid Logic, SystemOne and Patient Discharge Planning System.
- To possess excellent experience with Microsoft Office, including Excel, Word and Outlook.
- Ensure maintenance of data quality
- Maintain, identify and investigate patients on the Patient Discharge Planning System daily to capture required information regarding all hospital discharges including all delays and untoward discharges.

Analytical & Judgement Skills

- Identify open Safeguarding concerns for referred patients before discharge planning can commence and to defer discharge if required by following Sheffield City Council policies and escalation procedures.
- Respect confidentiality with Safeguarding cases at all times and to not divulge information unless sanctioned by the requirements of the role.
- Liaise with Independent Sector providers to ensure services received prior to admission are re-instated within the Sheffield City Council contractual guidelines and financial documents are sent to Social Care Accounts Services in order to authorise payment to care providers.

- Advise Multi-Disciplinary Professionals of service provision start dates to enable the ward to arrange TTO's and Discharge transport to match the agreed time scales.
- Exercise judgement and tact when dealing with complex and challenging situations that may arise whilst tracking patients discharge.
- Deal with complex issues which arise that are outside of the normal standard procedures and find a resolution which facilitates a safe and efficient discharge.
- Review, Collect, validate and submit data for NI125 government statistical information for Sheffield City Council.

Planning & Organisation Skills

- Prioritise and organise a diverse workload on a day to day basis, ensuring there is an accurate handover of information for continuity of the service.
- Collaborative working having discussions across relevant organisations within both NHS and Social Care to facilitate a safe discharge from the acute trust.
- Co-ordinate and manage Hospital Discharge waiting lists timely adhering to set timescales.

Working Conditions

- There is a frequent requirement for retaining a high degree of concentration-and unscheduled interruptions.

6. FINANCIAL MANAGEMENT RESPONSIBILITIES

- Observes personal duty of care in relation to equipment and resources used in course of work.

7. HUMAN RESOURCES MANAGEMENT

- Undertake training for staff as required.

8. ASSET MANAGEMENT RESPONSIBILITIES (i.e. stock, equipment, buildings)

- Take responsibility for the safe use and maintenance of personal equipment e.g. P.C.

9. WORKING RELATIONSHIPS

Will be required to communicate with:

- Healthcare professionals including; Transfer of Care, Ward Staff and other medical staff
- Clinicians/Assessors
- Patients and Carers
- Independent Sector Providers

- Sheffield Social Care
- Occupational Therapists/Physiotherapists
- SPA Team Members
- SPA Team Leaders/Operational managers
- Service/business managers
- NHS trusts
- Other Local Authorities

Provide advice to:

- SPA Team Members
- SPA Team Leaders/Operational managers
- Service/business managers
- Clinicians/Assessors
- Sheffield Social Care
- Patients and Carers
- Independent Sector Providers
- NHS trusts
- Other Local Authorities