

Person Specification

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

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
<p>Qualifications (General education/further and professional)</p>	<ul style="list-style-type: none"> • Educated to GCSE standard; at least five GCSEs Grade C and above, including Maths and English or equivalent qualification/experience. • NVQ Level 2/3 in Business Administration or equivalent relevant experience. • ECDL or equivalent proven skills to same standard. 	<ul style="list-style-type: none"> • Evidence of continuous professional development. • Any further educational qualifications a distinct advantage. 	<p>A</p>
<p>Experience (Previous/current work or any other relevant experience)</p>	<ul style="list-style-type: none"> • Experience of working in a Multidisciplinary patient-centred environment. • Experience in dealing appropriately with highly sensitive and confidential information, demonstrating a keen eye for detail. • Experience of working in a busy office and highly pressurised environment whilst working to tight and changing 	<ul style="list-style-type: none"> • Extensive and relevant experience in Health and Social Care. • Knowledge of medical terminology. • Knowledge of relevant Trust's policies and ability to ensure compliance. 	<p>A I</p>

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

	<ul style="list-style-type: none"> • Ability to identify areas for improvement and propose achievable solutions. 		
Other Factors	<ul style="list-style-type: none"> • Reliable & punctual. • Ability to work flexibly as the role requires. • Excellent organisation Skills. • Excellent team player. • Ability to understand, demonstrate and maintain confidentiality and security in the department. • Enthusiastic, positive, and self-motivated. • Diplomatic, calm and objective. • Confidence in dealing with staff of all levels. • Committed to equal opportunities. 		A I

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