

## **Admissions Coordinator – Royal Hospital for Neuro-disability**

**Job Title:** Admissions Coordinator for Continuing Care

**Contract Type:** Permanent

**Department:** Clinical Operations

**Salary range:** Band 7 £41,891 - £53,148 (dependent on experience)

**Responsible to:** Service Manager

**Hours of work:** 37.5 hours per week

**Location:** Putney, Southwest London

- Generous Annual Leave entitlement
- Free parking
- Situated outside the ULEZ and Congestion Zones
- On-site accommodation provided at extremely reasonable rates
- Blue Light Card and Discounts
- On-site cafeteria
- RHN Wellbeing Programme and EAP service
- RHN Volunteering opportunities

Please note, to be eligible to apply for this role, you must have received both Covid-19 vaccinations, unless medically exempt, and have the Right to Work in the UK.

### **Summary of position and the Royal Hospital for Neuro-disability**

We are seeking an Admissions Coordinator to join our Service Delivery team within our Continuing Care service. Your key responsibility is to provide assessment, advice and support to referrers, prospective patients and their families from pre-admission through to admission. You will work alongside both the admissions team and senior clinical team to ensure timely and safe admissions to the continuing care wards. You will also work closely with Senior Nursing staff, GP's, admissions team, IT team and the wider multi-disciplinary team at the RHN as well as key external stakeholders.

Royal Hospital for Neuro-disability (RHN) is one of the oldest independent hospitals and medical charities in the UK. We provide person-centred care that focuses on enhancing dignity, independence and quality of life for our patients and residents. Our services span the entire care pathway from post-acute rehabilitation services to end of life care, for people with complex Neuro-disability and their families, underpinned by a strong research and education programme. We are very pleased to have been given an overall rating of 'Good' by our regulator, the CQC, in 2021.

## **Main Objectives of the Role**

1. To review, update and streamline the admission pathway across Continuing Care services
2. To ensure all referrals to Continuing Care Services are appropriately assessed, screened and monitored, in line with contractual obligations
3. To be responsible for delivering a co-ordinated and streamlined admission pathway for patients and residents in Continuing Care
4. To develop close working relationships with external and internal stakeholders including RHN Admissions and Contracting, NHS referrers, CCG's, Neuro-navigators, GP's, Consultants and Case Mangers promoting the range of services available at the RHN
5. To provide advice and support to families and patients throughout the admission process
6. To act as a resource and link person for referrers and families from referral to admission
7. Demonstrate an awareness of RHN's objectives and contribute to achieving them appropriately.
8. Strive to improve efficiency in all areas of your work

## **Key Responsibilities**

1. To screen all referrals to Continuing Care, gathering all appropriate information to establish need and type of pre-admission assessment
2. To conduct or allocate appropriate pre-admission assessment within 48 hours of receipt of referral working with the referring team and family as required.
3. To provide family and referrers with appropriate information and literature regarding the services provided at the RHN
4. To work closely with internal stakeholders to ensure suitability of admission and/or advice of alternative facilities
5. To provide on-going support and advice to families and referrers from initial referral to admission
6. To provide information and support to the admission team ensuring timely admissions to meet contractual obligations
7. To co-ordinate and conduct pre-admission family visits to continuing care services at RHN
8. To liaise with and support the ward inter-disciplinary team pre and on admission to ensure communication of all pertinent information
9. To develop and participate in audit and feedback mechanisms appropriate to measure the service and implement performance improvement
10. To work closely with the Service Manager to identify and implement service improvements

## **Qualifications & Knowledge**

### **Essential**

1. Registered nurse or allied health professional registration with appropriate degree/ diploma
2. A good understanding of long term neurological conditions.

### **Desirable**

1. Evidence of post graduate training appropriate to the field of neuro-disability
2. Experience and ability in identifying and managing potential complaints /conflict
3. Experience of delivering and measuring efficient and effective service delivery

## **Experience**

### **Essential**

1. Minimum of 5 years of experience working in the field of neuro-disability
2. Experience of assessing patients with complex neuro-disability
3. Experience of admission planning with complex neuro-disability
4. Excellent written and oral English
5. Computer literate (including word/excel)

**RHN is proud to be a diverse and inclusive employer that respects and values the differences of our people to achieve their full potential.**