

**Royal Hospital for Neuro-disability
Job Description**

Job title:	Discharge Co-ordinator
Department:	Business Operations
Salary grade:	Grade 7
Contract Type:	Fixed Term – 6 months
Responsible to:	Head of Service
Responsible for:	Leading patient discharge operations
Behavioural Framework:	Employee

Scope

An exciting opportunity as Discharge Co-ordinator has arisen for a Band 7 registered professional to join the Royal Hospital for Neuro-disability (RHN). The RHN is a leading national centre of complex neuro-rehabilitation, providing adult person-centred services across 234 beds for patients and residents with post-acute acquired brain injury and ongoing complex disability management.

The Discharge Co-ordinator will report to the Head of Service and will lead on discharge planning across the organisation, ensuring discharge is carried out in an efficient and timely manner. You will be an NMC or HCPC registered practitioner and will work among a team of admission co-ordinators and a clinical multi-disciplinary team. The role will be key to setting and improving key performance indicators, managing length of stay and delayed discharges, and building high levels of engagement with internal and external stakeholders.

We are looking for an enthusiastic, highly motivated and highly skilled individual to work both autonomously and part of a team to deliver a high performing, seamless discharge process across the organisation. The successful candidate will be expected to lead complex change initiatives across a multi-disciplinary team, have excellent organisational and communication skills, and sound knowledge on operational processes in a hospital or healthcare setting.

Main Duties

The post holder will:

- Demonstrate an awareness of RHN's objectives and contribute to achieving them appropriately.
- Liaise and collaborate with external stakeholders, particularly ICBs, social services and other care providers in the field.
- Strive to improve efficiency in discharge planning across the organisation.

- Understand and manage potential barriers to discharge and recognise the importance of engaging with internal and external stakeholders to facilitate a timely discharge.
- Effectively manage and have oversight of the discharge planning process, managing length of stay and delayed transfers of care.
- Contribute to implementing lean principles in the discharge planning process from the point of admission.
- Work closely and support the multi-disciplinary team in facilitating timely and seamless discharges.
- Lead change for continuous improvement in the domain of discharge operations.
- Provide regular updates and reports to the Head of Service regarding discharge performance metrics.
- Participate / lead audits and service evaluations based on key metrics within the discharge process.
- Ensure relevant discharge documentation is completed within the given timeframes.
- Ascertain onward placements with the relevant stakeholders, where appropriate.
- Attend and lead key meetings to discuss the progression of discharge planning.
- Escalate and address issues and challenges that may disrupt or delay discharge.
- Producing and update relevant policies, protocols and guidance.
- Participate in and lead change management initiatives.
- Improve patient flow through effective discharge processes and continuity.

Person Specification

Qualifications

- Current HCPC / NMC registration - Essential
- Qualification in business administration (e.g management, leadership, Six Sigma, MBA) - Desirable

Skills

- Proficient IT skills in MS Office applications - Essential
- Organised and competent in planning ahead to manage workloads - Essential
- Collaborative team player and sound communicator - Essential
- Reliable work record, including punctuality and attendance - Essential
- Compassionate and approachable with a willingness to help others - Essential
- Good problem-solving skills and can lead teams through solutions - Essential
- Willingness to learn and ability to reflect on own professional practice - Essential
- Honest, transparent and trustworthy - Essential

Experience

- Experience in executing, leading and delivering change management initiatives - Essential

- Ability to demonstrate effective decision making involving all key people in order to achieve best outcomes - Essential
- Experience working with and leading a multi-disciplinary team in a hospital or healthcare setting - Essential
- Experience working with admissions and / or discharges in a hospital or healthcare setting, ideally with vulnerable adults who have complex disability or sensory impairment- Desirable
- Experience using IT data platforms (e.g. Power BI, EPR) - Desirable
- Experience working with ICBs, Social Services and Local Authorities - Desirable

Knowledge

- Awareness and understanding of complex patient flow in a healthcare or hospital setting, ideally neuro-rehabilitation - Essential
- Strong awareness of patient confidentiality, information governance, GDPR and Caldicott principles - Essential
- Clinical knowledge in complex disability management and acquired brain injury rehabilitation - Desirable
- General understanding of neuro-rehabilitation services - Desirable

Employee Behavioural Framework

Working Collaboratively for RHN

Demonstrating our values and working together to deliver the best possible service for patients and customers.

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| • I share information within my team. | • I am willing to learn new skills. |
| • I will ask for assistance if I need help. | • I offer help to my team if they need it. |
| • I work with my team to resolve problems. | |

Achieving our Potential

Developing our skills and knowledge, reflecting on successes and set-backs, and demonstrating a commitment to development at RHN.

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| • I take personal responsibility for my tasks | • I suggest improvements and new ideas |
| • I seek opportunities for personal development | • I know what I'm good at and where I need to improve. |
| • I am willing to carry out new tasks if required | |

Preparing for the Future

Looking forwards, reflecting on current activities, accepting change and being part of a culture of continuous learning and improvement.

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| • I know what areas I need to improve | • I reflect on my team's successes and challenges |
| • I am willing to learn to broaden my skills and knowledge | • I speak up in team meetings and express my views |

Leading by Example

Acting as a role model and setting an example that motivates and inspires others at RHN.

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| • I take pride in what I do | • I'm a good team player |
| • I am punctual | • I improve my knowledge by learning from others |
| • I try not to let my team down and ask for support when I need it | |

Committing to our Patients & Customers

Providing high quality patient care and customer service to patients and customers, and treating them with respect, dignity and consideration.

- I demonstrate a positive attitude
- I am proud of the work I do
- I always promote a positive image of the RHN
- I respond in a timely manner
- I share knowledge with my team
- If I cannot answer a question, I'll ask my nearest colleague to help

The job description is not exhaustive and will be reviewed in light of changing needs and organisational development, in consultation with the postholder.

I have read, understood and accepted the responsibilities, expectations and behaviours outlined above.

Signed:

Date: