

## JOB DESCRIPTION

Job evaluation ref number: admin 2683	
<b>Job Title:</b> Transfer of Care Hub Manager	
<b>Reports to (post title):</b> Integrated System Discharge Lead	
<b>Evaluated Banding:</b> Proposed Band 8A	
<p><b>Role Purpose:</b></p> <p>The purpose of the post is to bring together Integrated Care partners to deliver the Discharge to Assess model of care across the Integrated Care System. This will ensure we have patients on the correct pathway and are delivering reduced length of stay for patients awaiting onward care. This will improve the quality of the patient discharge from the Acute Hospital setting of (SFH or NUH) The hub is made up of partners from:</p> <p>Integrated Discharge Assessment Team (IDAT)/Integrated discharge team * Adult Social Care City and County * Age UK * Mansfield District Council * Nottinghamshire Healthcare Trust Citycare partnership *</p>	
<p><b>Role Context:</b></p> <p>Specifically, the post holder will support all partners to design, implement, and maintain a robust governance process across the discharge pathway to ensure patients receive the best care in a timely way at all stages of their journey. They will co-design internal metrics to improve the performance of the hub itself whilst also delivering jointly agreed metrics across all partners in the patient discharge pathway across the Nottingham and Nottinghamshire System. This will include timely escalations and processes for managing any delays to discharge pathways.</p> <p>To seek out new ways of working from other parts of the country and share with the Transfer of care hub team.</p>	
<p><b>Trust Values</b></p> <p>All colleagues are expected to demonstrate at interview and throughout employment that they act in line with Nottinghamshire Healthcare NHS Foundation Trust Values:</p> <p style="text-align: center;"><b>Trust Honesty Respect Compassion Teamwork</b></p>	
<b>Key Accountabilities</b>	<b>Performance Measures</b>
<ul style="list-style-type: none"> <li>Supporting the Lead Nurse for Discharge, support managing the Transfer of Care hub on behalf of the Nottingham and Nottinghamshire Integrated Care System.</li> </ul>	<ul style="list-style-type: none"> <li></li> </ul>

- To deliver safe and timely Pathway 1, 2 and 3 discharges from within SFH/NUH \* and across the whole patient pathway and ensure effective use of system resources.
- Ensure there is a clear daily plan for the Transfer of Care Hub MDT huddles, escalating and pushing progress where required on behalf of the Lead for the IDT/IDAT.
- Support the system discharge lead and managers of services within the Transfer of Care Hub, Nottinghamshire Healthcare Trust, Adult Social Care, and other partner organisations to develop a shared vision and delivery of integrated services.
- Develop a daily process for ensuring all resources within the Transfer of Care Hub are utilised effectively to achieve best value across all organisations represented within the hub. Ensure there is an effective escalation process with partner organisations when there are delays in this process, and this is followed effectively.
- Ensure an effective process for tracking the development and implementation of any necessary training relating to discharge to assess pathways and transfer of care for the hub team or wider hub organisations
- To support the lead nurse for discharge to set up and lead a robust governance process to ensure delivery of excellent services to patients and investigation of issues and risks as they arise.
- To problem solve issues as they occur, involving partner organisations where required.
- Support the system discharge lead and lead nurse for discharge to plan, lead and implement specific service improvement change relating to the Transfer of Care Hub.
- Gather themes and trends relating to discharge blockers and support development and plans to rectify these with the system discharge lead.
- Ensure the home first ethos is embedded within the hub and wider teams
- Support the implementation of PDSA cycles with system partners to understand implications of discharge to assess and discharges that haven't gone to plan, so embed a continuous improvement approach to D2A.

<ul style="list-style-type: none"> <li>• Actively work to increase the number of patients who are discharged onto P1 on the same day they become medically safe for transfer.</li> <li>• To produce timely reports and relevant information as required and support the Nottinghamshire system to achieve data to understand the capacity and demand needed to deliver D2A.</li> <li>• Develop good relationships and work in partnership with both statutory and non- statutory organisations to promote and establish partnership working.</li> <li>• To work within the agreed procedures for vulnerable adults, children, and young people, and those in need of protection.</li> </ul>	
<b>Dimensions</b>	
<p>Staff: No direct reports but will need to support and influence the staff within the hubs daily and close working relationship with peers including the IDT/IDAT lead and Managers for D2A across community health services and adult social care.</p> <p>Budget: No</p> <p>Area: SFH and NUH</p>	
<b>Safeguarding</b>	
<p>All employees are responsible for taking all reasonable measures to ensure that the risks of harm to children and vulnerable adults are minimized. They should take all appropriate actions to address concerns, working to agreed local policies and procedures including the guidance on Safeguarding, in partnership with other relevant agencies. This includes accessing appropriate training, advice, and support.</p>	
<b>Disclosure and Barring Services</b>	
<p>Where this post relates to the types of work, activity, employment, or profession as set out in The Exceptions Order made under the Rehabilitation of Offender Act 1974; the post will be subject to a DBS Disclosure check at the point of recruitment and thereafter, as the Trust determines appropriate. The level of the check will be determined by the type of activities undertaken and the level of contact the post holder will have with children and/or adults in receipt of health services.</p>	
<b>Infection Control</b>	
<p>All employees of Nottinghamshire Healthcare NHS Foundation Trust have an individual responsibility to have knowledge of and employ the basic principles of infection prevention and control practice. All employees must comply with infection prevention and control mandatory training requirements specific to their role.</p>	
<b>Equality and Diversity</b>	

All staff should be able to demonstrate an understanding of and commitment to Equality, Diversity and Inclusion as identified within the Trust's Equality and Diversity Policy and associated Equality, Diversity and Human Rights legislation.

### **Sustainability and Net Zero – Supporting Our Green Plan**

The Trust places great importance on reducing its carbon footprint and maximising the positive social, economic, and environmental outcomes of Trust actions and activities on its patients and the planet. It is the responsibility of all staff to support the delivery of the Trust's Green Plan and contribute to achieving Net Zero Carbon. This will include using energy and water efficiently, reducing the consumption of materials, reducing waste, and increasing recycling, printing less, reporting faults or heating/cooling concerns promptly and minimizing travel.

### **Data Quality Statement**

All staff of Nottinghamshire Healthcare NHS Foundation Trust have a responsibility for data quality, improved data quality leads to better decision-making across the Trust. The more high-quality data, the more confidence the organisation has in decisions. Good data decreases risk and can result in consistent improvements in results. Employees within data roles have a responsibility for inputting high quality data (accurate, valid, timely, complete) and for ensuring that high quality data is maintained.

### **Communication**

The post holder will provide and receive highly complex, and sensitive information.

The post holder will need to motivate and persuade staff, partner agencies and other mentors to undertake new practices, process and new ways of working.

Communication skills and relationships required:

- Persuasive and negotiating skills.
- Excellent written and verbal communication, including presentation skills.
- Disseminating and receiving highly complex and sensitive information from staff/service Users around services development and issues.
- Informing and influencing the system discharge lead and managers hub organizations around issues relating to the Hub and discharge flow.
- Ensure close working relationships all organizations represented within the hub, ICB colleagues and the system discharge team.

### **Knowledge, Training and Experience**

The post holder will have experience at working across multiple organisations and the ability to influence outside of and across organisational boundaries.

Masters' qualification or equivalent level of experience

Extensive experience in a management role at team leader level or equivalent.

Evidence of continuing professional development

Experience of the following:

- working with and reporting to commissioners

- working with other agencies, including leading partnerships
- implementing change in an organisation
- coordinating multi-agency services
- project management work
- leading research, evaluation and audit

Knowledge of CQC requirements

Knowledge of the national urgent care and discharge agenda

Skills and Aptitudes:

- Persuasive negotiation skills
- Excellent interpersonal skills with the ability to lead motivate and develop others
- Ability to initiate and lead project-type work, with the ability to plan, implement, evaluate and report
- Ability to assimilate and apply new information quickly and to analyse complex data
- Ability to solve problems in flexible and creative ways
- Ability to respond to changing direction in terms of the development and design of new practice/service developments
- IT skills and ability to use data to write reports
- Ability to manage multi-disciplinary teams
- Excellent organisational skills
- Committed to promoting equality and inclusion

### **Analytical and Judgement Skills**

To make complex operational judgments and attempt to resolve conflicting views / reconcile inter / intra professional and multi-agency differences.

To think strategically and manage a range of complex problems and issues requiring analysis, interpretation of comparisons.

To ensure an integrated approach when working with partner agencies.

To identify opportunities for cost improvement and implement more efficient ways of working through transformation of service delivery.

Recognise and analyse the dynamics of problems and issues.

### **Planning and Organisational Skills**

To support the development and re-design of services, ensuring they are modern, transformational and reflect relevant local and national strategies. This will involve the post holder supporting the system discharge team with planning and organizing a broad range of complex programs at the same time with varying priorities.

Ensure the transfer of care hub runs smoothly and escalate any problems or risks that cannot be resolved to the relevant parties and the system discharge lead.

Support the development of business cases to meet pathway development requirements ensuring evidence-based practice is used and is embedded.

To monitor and evaluate the equality of service provision and implement necessary changes  
Understand clinical risk management and plan / organize services to promote safe / supportive practices.

### **Physical Skills**

Standard keyboard skills

Travelling to other sites

### **Responsibility for Patient/Client Care**

Requirement to provide general advice to patient and carers regarding broad scope of services on offer, procedures, and general enquiries; point of contact for complaints and issues related to discharge.

Responsible for quality of care provided within the service.

### **Responsibility for Policy/Service Development**

The post holder will be responsible for interpreting national guidance and from this developing and implementing local policy and procedures, communicating with the organisation and system partners, the implication of such policies.

Ensure any new service developments proposed as part of the programme changes are reviewed by SRO for Discharge and any other professionals as required to meet the target operating model and direction of travel.

### **Responsibility for Financial and Physical Resources**

No budgetary responsibility.

To ensure safe, effective, efficient services are delivered within the resources available across the Locality and across multiple organisations within the hub, this role will need to influence outside of their boundaries.

To develop and implement locality Financial Improvement Plans, working with other organisation appropriate across the area to maximize efficiencies.

### **Responsibility for HR**

Responsibility for day-to-day management of Transfer of Care Hub/'Virtual Team' where the individuals are employed by partner organisations but accountable to the post holder for operational delivery and/or project outputs.

Work in a matrix management style and to foster close working relations with other managers and partners across the ICS, leading on collaborative commissioning processes, setting direction, and supporting teams to deliver.

Lead, motivate and develop staff across the ICS to ensure that they can deliver the discharge programme objectives.

#### **Responsibility for Information Resources**

Review, analyse, interpret and present accounts and reports, ensuring that work meets best practice standards and is used appropriately to support proposals and recommendations for decision-making.

Work with other system partners to understand the system data and support with themes and trends with the data.

Proactively horizon scan to identify best practice opportunities within the system and across country.

Regularly produce concise and relevant written reports. Occasionally produce statistical and analytical reports.

Ensuring Trust systems and processes are implemented for health records management.

Ensuring records meet appropriate professional, CQC and Trust require

#### **Responsibility for Research and Development**

There is a requirement to regularly undertake audit and R&D activity. To generate action plans to ensure audit follow-up.

Promote and encourage research activity amongst clinical staff including evidence-based practice, audit, research and innovation.

#### **Freedom to Act**

Acts autonomously to provide advice and support to staff and colleagues.

Lead specialist guided by broad occupational policies working with a high level of autonomy; with lead responsibility for the day-to-day oversight of the Transfer of Care Hub and D2A service.

Will seek advice and support from internal and external agencies, as appropriate.

#### **Physical Effort**

Occasional requirement to move and transport bulky notes and laptops between locations.

#### **Mental Effort**

There is a frequent requirement for concentration where the work pattern is unpredictable.

Concentration required creating action plans, procedures, inputting data onto Trust and partner agencies' systems, working on analytical reports, responding to emails.

Frequent interruptions relating to operational issues.

### Emotional Effort

Frequent direct exposure to distressing and emotional circumstances – conversations with families, discussing complaints with carers and patients. Staff management, performance, and sickness absence issues.

The post holder may lead challenging circumstances, e.g. staff relocation and organisational change.

### Working Conditions

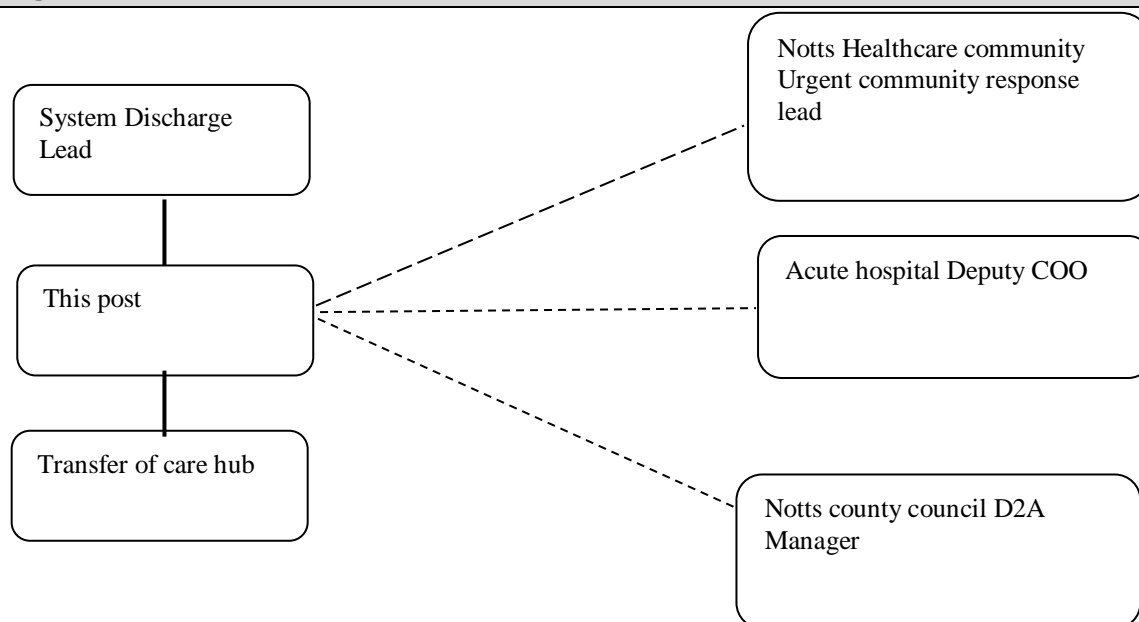
On-going requirement to use VDU for significant proportion of each working day.

Occasional exposure to unpleasant working conditions.

The post holder will be mobile and able to move between systemwide bases across multiple organisations.

No on call commitments.

### Organisation Chart



### Our promise to you

We will ensure that you are supported and lead in line with our Trust Values: **Trust**, **Honesty**, **Respect**, **Compassion** & **Teamwork**





Nottinghamshire Healthcare NHS Foundation Trust actively works to fulfil the seven elements of the NHS People Promise.

We will adhere to the promise and support all our colleagues, assuring that we are continuously striving to listen to colleagues, adapting accordingly and striving always to be the best place to work.



### Signatures

After reviewing the document, please sign to confirm agreement

Post holder:

Date:

Line Manager:

Date:

## EMPLOYEE SPECIFICATION FOR THE POST OF TRANSFER OF HUB CARE MANAGER

All staff should be able to demonstrate an understanding of and commitment to Equality, Diversity and Inclusion as identified within the Trust's Equality and Diversity Policy and associated Equality, Diversity and Human Rights legislation

Attribute	Essential	Weight	Desirable	Weight	How Identified
Values	All colleagues are expected to demonstrate at interview that they act in line with Nottinghamshire Healthcare NHS Foundation Trust Values: <b>Trust Honesty Respect Compassion Teamwork</b>				Interview
Physical Requirements	Occasional requirement to move and transport bulky notes and laptops between locations. The post holder will be physically able to undertake the tasks involved where there is a requirement for several periods of moderate physical effort within a duty period.				
Qualifications - Academic / Craft / Professional	Degree or equivalent level of experience Experience of working in complex system across multiple organisations/teams Understanding of continuous improvements		Understanding of discharge and health and social care agenda.		
Training	Demonstration of on-going professional development				
Experience	Extensive experience in a management role at team leader level or equivalent. Evidence of continuing professional development;  <ul style="list-style-type: none"> <li>• Experience of the following:</li> <li>• Working with other agencies,</li> <li>• including leading partnerships</li> <li>• Implementing system change</li> <li>• across multiple organisations</li> <li>• Coordinating multi-agency services</li> </ul>				

	<ul style="list-style-type: none"> <li>• Budget management</li> <li>• Project management work</li> </ul>				
Knowledge	<ul style="list-style-type: none"> <li>• Understanding and experience of the national discharge agenda</li> <li>• Highly developed negotiation skills</li> <li>• Excellent interpersonal skills with the ability to lead motivate and develop others</li> <li>• Ability to initiate, plan, implement and lead project work with the subsequent evaluation and reporting</li> <li>• Ability to assimilate and apply new information quickly and to analyze complex data</li> <li>• Ability to solve problems in flexible and creative ways</li> <li>• Ability to respond to changing direction in terms of the development and design of new practice/service developments</li> <li>• IT skills and ability to use data to write reports</li> <li>• Ability to co-ordinate multi-disciplinary and multi-agency teams</li> <li>• Excellent organizational skills</li> <li>• Committed to promoting equality and inclusion</li> <li>• Committed to identifying and being</li> <li>• Responsive to community needs</li> </ul>				
Skills	<ul style="list-style-type: none"> <li>• Awareness of individual responsibility in ensuring effective use of physical resources.</li> <li>• Standard keyboard skills required to produce reports, procedural documents, and input data.</li> <li>• Ability to travel across sites</li> <li>• Ability to manage multiple priorities across multiple organisations.</li> </ul>				

	<ul style="list-style-type: none"> <li>Managing conflict and the ability to negotiate across multiple organizations with multiple competing priorities</li> </ul>				
Contractual Requirements	Ability to travel between areas and locations of work				

**PLEASE NOTE THAT ALL CRITERIA WILL BE SUBJECT TO REASONABLE ADJUSTMENTS WHERE THE APPLICANT HAS DECLARED A DISABILITY AS DESCRIBED IN THE EQUALITY ACT**