

# JOB DESCRIPTION

**OUR VISION: 'TO BE THE LEADING HEALTH AND WELLBEING SERVICE IN  
THE PROVISION OF MENTAL HEALTH AND COMMUNITY CARE'**

<b>JOB TITLE</b>	Discharge Coordinator
<b>BAND</b>	Band 3
<b>RESPONSIBLE TO</b>	Ward Manager
<b>ACCOUNTABLE TO</b>	Matron
<b>BASE</b>	Ruby Ward, Chelmsford
<b>HOURS OF WORK</b>	30 hours (flexible to meet the needs of the service)

## ROLE SUMMARY

The post holder is responsible for undertaking assigned tasks that involve direct patient care in inpatient settings. Patients, relatives, carers and other staff will find the post holder flexible, approachable and with a helpful and friendly disposition.

## JOB SUMMARY

As part of the discharge pathway and continued professional development, the post holder will be expected to undertake/enrol onto the Associate Practitioner course.

The post involves supporting individual patients in all aspects of their care including daily living needs as is outlined in the patients individualised care plan. The post holder is responsible for reporting any relevant changes in the patient's condition to the qualified staff. Furthermore the post holder will assist in the physical care and support of people with mental health needs, providing person centred care and working within the Recovery Model to enable patients to become socially inclusive, whilst supporting qualified staff to ensure the highest standards of care are upheld.

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## **KEY STRATEGIC RESPONSIBILITIES**

1. To ensure that safe practice to be maintained, by a full awareness of Policies and Procedures regarding aspects of Prevention and Management of Violence and Aggression
2. Promoting the recovery model of care and social inclusion
3. An awareness and to keep updated of the Care Quality commission standards
4. Aware of one own appearance, ensure the Trust uniform is worn correctly and is clean and presentable
5. An understanding of the Mental Health Act
6. Take responsibility to ensure all mandatory training is up to date
7. Aware of one's own self-development needs and attend appropriate courses as agreed at appraisal. (Lifelong learning)
8. Attend in-service and other training as required.
9. To be appraised once a year
10. Undertake clinical supervision to enhance practice and accept constructive criticism
11. At all times be aware of the Trust's ethos and maintaining of customer care standards
12. Undertake any other appropriate duties as required.

## **OPERATIONAL RESPONSIBILITIES**

1. Assist and maintaining tidiness, encouraging a welcoming, therapeutic atmosphere, clean environment within the unit
2. Responsible for working with your colleagues, seeking to improve the quality of services provided to our patients
3. Assist in planning programmes of care together with the unit team. Implementing these plans under the supervision of the designated Supervisor
4. Contribute to record keeping under the supervision of a qualified staff member keeping accurate records of patients care with due regard to the confidentiality of information relating to patients. It is the responsibility of the qualified staff to arrange regular reviews and to countersign all entries into records.
5. Flexible and co-operative and willing in undertaking allocated realistic team tasks
6. Undertake cleaning of spillage's, including body fluids in line with Trust infection control policies and procedures
7. Collection specimens for investigations

## **COMMUNICATION AND WORKING RELATIONSHIPS**

- Good communication skills with patients, carers and other staff on day-to-day issues
- Working with other agencies coordinating patient discharge planning
- Contribute to risk management and assessment, accurately communicating information to qualified staff and other members of the multi-disciplinary team
- Contribute to record keeping under the supervision of a qualified staff member keeping accurate records of patients care with due regard to confidentiality of information relating to patients. It is the responsibility of the qualified staff to arrange regular reviews and to countersign all entries that are made into records.
- Participate in unit handovers, reporting accurately and factually on individual patient care and progress
- Aware of one own and attitude at all times, being co-operative and friendly to patients and other members of the team
- Establish and maintain good professional working relationships with carers, colleagues and other health professionals working in the in-patient and community setting

## **INFORMATION SYSTEMS**

- Computer Literate, including electronically accessing Trust Policies and Procedures
- Understand and access electronic records, (when implemented)
- Able to communicate using emails
- Able to access and utilise and keep self-updated via e.learning/OLM.
- Undertake any training and to implement electronically any records and system used within the Trust.

## **RESPONSIBILITY FOR PATIENT/CLIENT CARE**

- Observe and report changes in the patients mental and physical health to qualified staff
- Coordination and monitoring of patient discharge planning.
- Aware of patients physical health needs and offer assistance when required
- Report any risks, including environmental risks to qualified staff.
- Asses in monitoring and maintaining the health and safety of the patient during their stay, contributing to care planning and risk management
- Assisting patients to meet their personal needs and maintain good personal hygiene,

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and care of individuals clothing.

- Under the supervision of qualified staff, assist in the nursing care of patients as a member of the unit Team
- Taking and recording of temperature, pulse, respiration and blood pressure
- Lifting and moving of patients - in line with the Trust's Policy for Manual Handling
- Support patients to become motivated and participate in recreational activities
- Promote and support good self-care through appropriate rehabilitation programmes as required. Encourage patients to participate in occupational therapy activities
- Assist in monitoring and maintaining the health and safety of the patient during their in-patient stay, contributing to care planning and risk management plans
- Encourage the patient to maintain their sense of identity, personal relationships and social contacts respecting the individual's religious beliefs and cultural practices
- Escorting patients to other departments and hospitals as required

**Although Nursing staff are allocated to work initially in one area, all appointments are made to the Mental Health Service as a whole**

**To carry out any other duties commensurate with the duties of this post. This is an outline job description and may be subject to change, according to the needs of the service, in consultation with the post holder**

Any other duties as delegated by your Director or Chief Executive commensurate with the responsibilities of this post.

## **ADDITIONAL DUTIES**

In addition to the above duties you will also be expected to perform the below key activities in line with your job role;

- Complete mandatory training in line with Trust policy and procedures
- To participate in the staff appraisal process and to undertake for any staff you manage
- To keep yourself updated on all matters relating to Trust policy
- To provide management supervision where appropriate.
- You will be expected to work collaboratively with key partner organisations, service users, carers, clinicians and other practitioners within the multi-disciplinary team in delivering services; providing a 7-day a week, 24-hours a day service for 365 days a year working shifts, where appropriate and operationally required.

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# OUR TRUST STRATEGIC OBJECTIVES SUPPORTED BY OUR VISION AND VALUES

## PEOPLE FIRST

### OUR PURPOSE

We **care** for people, every day.  
What we do **together**, matters.

### OUR VALUES

We **CARE**  
We **LEARN**  
We **EMPOWER**

### OUR VISION

To be the **leading** health and wellbeing service in the provision of **mental health** and **community care**.

### OUR STRATEGIC OBJECTIVES

We will deliver **safe**, high quality **integrated** care services.

We will **enable** each other to be the **best** that we can.

We will work together with our **partners** to make our services **better**.

We will help our communities **thrive**.

## ASSURANCE STATEMENT

The purpose of this job description is to outline levels of responsibility and accountability of this post, to ensure that all work undertaken by our staff is identified and lines of accountability are clear.

## NHS CONSTITUTION

You are responsible for ensuring that the values outlined in the NHS Constitution are adhered to daily and any matters of concern are raised with the relevant Line Manager or through the necessary processes within the Trust.

You are responsible for delivering a compassionate, dignified and respectful service to patients at all times.

## DUTY OF CANDOUR

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You must adhere to the principles of openness, transparency and the statutory duty of candour in your day to day work and conduct and encourage the same behaviours within the wider organisation.

## **EQUAL OPPORTUNITIES STATEMENT**

The Trust operates an Equal Opportunities Policy and expects staff to have a commitment to equal opportunity in relation to employment, development, training and service delivery.

## **NO SMOKING POLICY**

The Trust is committed to a policy which discourages smoking and prohibits smoking on Trust property and on Trust business outside it.

## **INFECTION CONTROL**

The post holder is accountable and responsible for the prevention of healthcare associated infections by complying with all Infection Prevention & Control policies and procedures in line with legislation (Health Act 2006; Code of Practice for the Prevention and Control of Healthcare Associated Infections.)

## **HEALTH AND SAFETY**

All employees must be aware of the responsibilities placed upon them under the Health and Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to provide a safe environment for employees and visitors.

## **GENERAL DATA PROTECTION REGULATION 2018**

The General Data Protection Regulation (2018) is to ensure compliance with all Trust policies, and those procedures relevant to the area of work.

The Trust will always seek to process your personal data in accordance with its obligations and your rights.

The GDPR requires that personal data shall be;

- Processed Lawfully, fairly and in a transparent manner in relation to individuals;
- Collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes; further processing for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes shall not be considered to be incompatible with the initial purpose;
- Adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed;
- Kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed; personal data may be stored for longer periods insofar as the personal data will be processed solely for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes subject to implementation of the appropriate technical and organisational measures required by the GDPR in order to safeguard the rights and freedoms of individuals; and
- Processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate, technical or

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organisational measures.

All employees must adhere to the Trust's Policy on the Protection and Use of Personal Information which provides guidance on the use and disclosure of information. The Trust also has a range of policies for the use of computer equipment and computer generated information. These policies detail the employee's legal obligations and include references to current legislation. Copies of the Policy on the Protection and Use of Personal Information and other Information Technology policies are included in the Trust's Policies and Procedures Manual/Intranet.

## **INFORMATION ASSET OWNERS AND ADMINISTRATORS**

An information asset is a service user, staff or corporate information/data, processed by us and held in an electronic or hard copy/manual format. An information asset owner (IAO) is a senior member of staff who is the nominated owner for one or more identified information assets within the service/Trust. If you are a nominated IAO you will understand and monitor the following;

- What information assets are held and for what purpose within your team
- How information is created, amended or added to over time
- Who has access to information and why
- Understand and address the risk to the asset, providing assurance to the senior information risk owner in the overall information risk management function
- As an Information Asset Administrator you will ensure you fulfil the following responsibilities
- Ensure that policies and procedures are followed
- Recognise actual or potential security incidents, consulting with IAO's on incidents and management
- Ensuring that information asset registers are accurate and up to date.

## **PRACTICE ASSESSORS AND PRACTICE SUPERVISORS**

As a band 5 and band 6 Nurse you will be responsible and applicable for the following:

As a minimum requirement all clinical band 6's will be expected to undertake the duties of a Practice Assessor for students placed within the trust, and will be able to act as Practice supervisors for students placed within their area of work.

As a minimum requirement all clinical band 5's will be expected to act as Practice supervisors for students placed within their area of work. With the opportunity to also be trained to act as a Practice Assessor for students placed within the trust.

## **CONFIDENTIALITY**

Your attention is drawn to the confidential nature of information collected and used throughout the NHS. The unauthorised use or disclosure of patient, staff or other personal information is a dismissible offence. The unauthorised disclosure of

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information could also result in a prosecution for an offence, or action for civil damages, under the General Data Protection Regulation.

You are required to observe the strictest confidence regarding any Confidential Information relating to work of the Trust, its patients/clients and its employees.

“Confidential Information” includes but is not limited to information relating to the Trust received by you in the course of your employment with the Trust or its predecessors, information relating to patients, personnel information, budgeting and financial information and information in respect of which the Trust owes a duty of confidentiality to a third party.

You are required not to disclose any Confidential Information either during or after your employment with the Trust, unless expressly authorised to do so by the Trust or required in the proper performance of your duties or as required by law.

This obligation will cease only when such information comes into the public domain other than through unauthorised disclosure by you.

Failure to comply with these requirements could result in action being taken under the Trust’s Conduct/Disciplinary Policy and Procedure.

This obligation is without prejudice to the law concerning protected disclosures in the Public Interest Disclosure Act 1998 (the so-called “Whistleblowers Act”).

## **RISK MANAGEMENT**

All staff working in, or for the Trust have a responsibility for participating in the risk management programme. All post-holders have a responsibility to assess all risks to systems, processes and environment and contribute to the clinical and corporate governance agendas as appropriate.

## **SAFEGUARDING DUTY**

“It is the responsibility of the post holder to be aware of and follow the legislation and guidance regarding Safeguarding Children and Adults as stated in the Trust Safeguarding Policy and the Southend, Essex and Thurrock (SET) Child Protection Guidance. This applies to all staff regardless of which member of the family is the primary client. The post holder is responsible for ensuring they receive the appropriate level of Safeguarding Children training according to their role”.

## **INFORMATION TECHNOLOGY**

It is the responsibility of the post holder to have a level of IT competence relevant to their job role and will be expected to continue to keep their skills up to date as part of their Continuing Professional Development.

## **CHANGES TO THIS JOB DESCRIPTION**

Post holders have a responsibility to discuss any significant job changes with their line manager at the time the change occurs and agree any permanent substantial change.

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On appointment within the Trust staff may be allocated to a specific area of care. It is however Trust policy to allocate staff to other areas of work within the Trust from time to time where this is in the interest of the individual and / or the service.

The Job Description does not purport to be an exhaustive list of duties and responsibilities. The post holder will be expected to undertake additional duties as the requirements of the post change.

**Date post holder in receipt of job description .....**

**Signature of post holder .....**

**Signature of line manager .....**