NHS
Sussex Community
NHS Foundation Trust

JOB DESCRIPTION

Job title:	Senior Referral Management and Triage Coordinator
Grade:	Band 6
Directorate:	Adult Services
Division:	East Area – Brighton and Hove
Service:	Referral Management Hub

1. Job overview

a) To provide senior leadership to staff working within the Referral Management Hub, to facilitate and support the management of referrals to Urgent Community Response Service (UCR) in Brighton and Hove and play a key role in management and leadership of staff.

b) To ensure patient receives the 'right care at the right time in the right place' playing a key role in supporting patients discharge from hospital and into community beds and support the patient to stay at home and prevent avoidable admission to hospital.

c) Provide clinical expertise and problem-solving support for the Referral Management Hub.

d) Development of the service through reflective practice; clinical supervision & audit.

e) Support in the development of new pathway working with the acute trust, and all relevant stakeholders.

2. Communication and working relationships

a) Liaising directly with GP's, community nurses, ward staff and other voluntary or statutory organisations.

b) Dealing over the telephone sensitively with anxious and distressed relatives/carers.

c) Providing information and signposting to other appropriate departments and services if appropriate.

d) To lead in the teaching of other staff to develop knowledge, skills, and awareness in respect of the referral management and triage role, being

readily accessible for junior staff for advice and promoting an atmosphere that encourages an open problem-solving approach.

e)   Ensuring complete and comprehensive induction/preceptorship and supervision programme implemented with all staff members.

f)   Attending/managing regular staff meetings and ensuring effective communication with other members of the team.
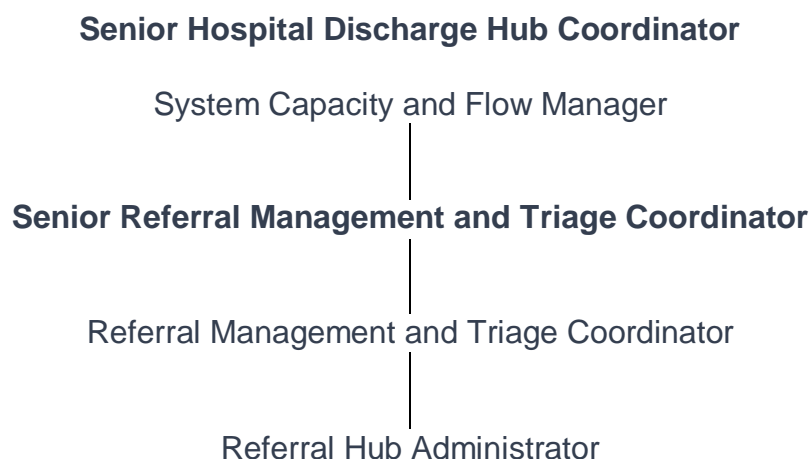
3. Main tasks

a)   Provide senior leadership, prioritising referrals using clinical decision-making skills in line with response times.

b)   Allocation of work and co-ordinating the management of referrals to staff.

c)   Supporting the staff working in the Referral Management Hub in dealing with complex referrals as required.

d)   Working knowledge of service specification and criteria and be able to communicate this to referrers.

e)   Ensuring that all necessary information is received to support the management and triage of referrals.

f)   Checking computerised and manual databases for additional information including known risks, other service involvement and adult protection concerns.

g)   Record accurately information related to the management and triage of referrals, in line with SCFT Policy and Procedures and Professional

h)   Registration, using electronic and paper systems that provide data for reporting activity.

i)   Contacting referrers regarding availability of the service and identifying and informing them if there are any potential delays.

j)   Participating in regular supervision and setting personal objectives.

4. Main responsibilities

a) To respond and support the team to manage crisis situations in the community for people referred to Urgent Community Response.

b) Adhering to patient confidentiality and data protection policies with awareness of the client group and responding appropriately to individual needs.

c) To frequently deal with challenging client/referrers seeking further information or help on routine and non-routine issues and taking appropriate follow-up action.

d) Ensuring accidents, incidents or complaints are reported & recorded following agreed procedures.

e) Assists the System Capacity and Flow manager in the ongoing development of the Referral Management Hub.

f) To act as a single point of contact point for referrers to support referrals to Urgent Community Response Service.

g) To undertake all relevant duties in relation to this post, working as part of a team.

5. Organisation chart

Senior Hospital Discharge Hub Coordinator

System Capacity and Flow Manager

Senior Referral Management and Triage Coordinator

Referral Management and Triage Coordinator

Referral Hub Administrator

6. Flexibility

a) This job description is intended to provide a broad outline of the role. The post holder may be required to carry out other duties commensurate with their banding and competence.

b) To be flexible in your approach to seven days working to meet the needs of the service.

7. Policies and procedures

a) The post holder is required to familiarise themselves with all Trust policies and procedures and to comply with these at all times.

8. Confidentiality and data protection

a) The post holder must maintain the confidentiality of information about patients, staff and other health service business and meet the requirements of the Data Protection Act (1998) at all times.

b) The post holder must comply with all Trust information and data protection policies at all times. The work of a NHS Trust is of a confidential nature and any information gained by the post holder in their role must not be communicated to other persons except where required in the recognised course of duty.

9. Health, Safety, and wellbeing

a) Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974) and must follow these in full at all times, including ensuring that they act in line with all agreed procedures at all times in order to maintain a safe environment for patients, visitors and colleagues.

For posts without line management or supervision responsibility:
b) The Trust is committed to support the health and wellbeing of all its employees. The post holder is required to familiarise themselves with the organisation's range of health and wellbeing support and report stress and ill health as early as possible.

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c) The Trust is committed to support the health and wellbeing of all its employees. The post holder is required to familiarise themselves with the organisations range of health and wellbeing support and report stress and ill health as early as possible.

10. Equality, diversity and inclusion

a)   Sussex Community NHS Foundation Trust is working towards equality and has policies relating to the equality of opportunity in employment and service delivery. All its staff are expected to comply with these policies.

11. Use of technology

a)   The Trust is making increased use of computer technology. The majority of employees (both clinical and non-clinical) should expect to use automated information systems in their work in order to improve quality and co-ordination of services and to enable faster and more certain communication within the Trust. Necessary training will be provided.

12. No smoking policy

a)   Sussex Community NHS Foundation Trust operates a no-smoking policy, in line with Government legislation. This applies to all staff, visitors and patients. It is a condition of employment for staff that they do not smoke whilst on duty or in uniform or anywhere on Trust premises. This includes electronic cigarettes.

b)   Whilst we do not discriminate against employing smokers, they are expected to adhere to this policy and all prospective employees should be aware of this.

13. Professional registration

a)   All employees who are required to be a member of a professional body are required to hold relevant registration and must comply with the standards and guidelines of their professional practice, education and conduct and must act at all times within the boundary of the code of conduct.

14. Infection prevention and control

a)   Infection Prevention and Control is everybody's responsibility. All staff, both clinical and non-clinical are required to adhere to the Trust's Infection Prevention and Control policy and make every effort to maintain high standards of infection prevention and control at all times thereby reducing the burden of Health Care Associated Infections.

15. Safeguarding children, young people and vulnerable adults

a)   Sussex Community NHS Foundation Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Rigorous recruitment checks are carried out and successful applicants may be required to undertake an Enhanced Disclosure via the Disclosure and Barring Service (DBS).

16. Quality

a)   Excellent care at the heart of the community is our Trust vision. To make sure our care meets this high standard all staff must ensure that the three themes of quality care are provided in every encounter they have with our patients. The three themes are safe care, effective care and patient-centred care.

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PERSON SPECIFICATION

This person specification lists the requirements necessary to perform the job. Candidates will be assessed according to the extent to which they meet or have the potential to meet the specification. It is therefore important that applicants pay close attention to all aspects of the person specification when deciding if their skills, experience, and knowledge match these requirements.

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Division:	East Area – Brighton and Hove
Service:	Referral Management Hub

Criteria	Essential or desirable	Method of assessment
Qualifications and/or professional registration		
RN Level 1, or Allied Health Professional with HCPC Registration.	E	A/C/I
Evidence of training and development undertaken during current or recent employment.	E	A/I
Mentorship Preparation Module or equivalent.	D	A/C
Experience		
Minimum Two years' experience within the NHS or social care setting post qualification.	E	A/I
Experience of working in a multi-disciplinary team.	E	A/I
Experience of working in Community Setting.	E	A/I
Experience of using multiple methods to collect and record data to support service delivery.	D	A/I
Evidence of Audit / Research in Practice.	D	A/I
Skills and knowledge		
Ability to work as a team member.	E	A/I
Ability to manage and triage referrals.	E	A/I
Ability to communicate effectively with patients / families / carers / team members.	E	A/I
Excellent communication skills.	E	A/I
Ability to make decisions without immediate supervision.	E	A/I
Can demonstrate organisation and time management skills.	E	A/I
Ability to follow detailed instruction.	E	A/I

Criteria	Essential or desirable	Method of assessment
Ability to work under pressure and deal with conflicting demands.	E	A/I
Effective IT skills to support data collection and analysis.	E	A/I
Knowledge of medical technology.	E	A/I
Demonstrates awareness of benefits of inter-disciplinary working.	E	A/I
Understands inter-agency liaison.	D	A/I
Understanding of Safeguarding Vulnerable People.	D	A/I
Knowledge of local social care and health system.		A/I
		A/I
Other requirements		
Evidence of commitment to equal opportunities and diversity in relation to staff and service users.	E	A/I
Willingness to present a positive image of the Trust.	E	A/I
Ability to work flexibly, including participating in a rota system covering 7 days a week working pattern.	E	A/I

Good luck with your application!

Author's name:	
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Date:	*Please enter the date this document was created or revised.*
Job evaluation number:	*Do not enter anything in this box. The number will be allocated by the HR administrator.*