

## JOB DESCRIPTION

### Social Work, Hospital Discharge Co-ordinator

Luton and Bedfordshire Mental Health and Wellbeing Service,  
provided by ELFT

<b>GRADE:</b>	Band 7
<b>HOURS :</b>	37.5 hours per week
<b>RESPONSIBLE TO:</b>	Team Manager of the South Bedfordshire community mental health teams.
<b>ACCOUNTABLE TO:</b>	Service Managers for Central Beds and Bedford
<b>BASE:</b>	Beacon House, Dunstable CMHT

#### Job Summary

To provide a professional social work support to individuals, carers and their families living in Bedfordshire in line with the requirements of current, relevant, national legislation and local policies and procedures. Using professional judgement employ a range of interventions promoting choice, control and independence. To demonstrate expert and effective practice in complex situations, assessing and managing higher levels of risk, striking a balance between support and control, liaising with a wide range of professionals and partners including more senior level. The post holder will enable safe, effective and timely discharges from the Bedfordshire acute admissions wards into the community in partnership with the surrounding local authorities, CCG's and partnering organisations

#### Key Working Relationships

In – patient units within Bedfordshire, Luton and London

CMHTs Central Bedfordshire and Bedford Borough

Bedfordshire and South Beds and Luton CRHT

Housing Providers and Voluntary Sector Providers.

BCCG – Commissioners and CHC Dept

Local voluntary sector services

Luton and Dunstable hospital

Central Bedfordshire local authority

Bedford Borough Council

Neighbouring authorities ie Cambridgeshire and Milton Keynes local authority

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**Qualifications and experience/skills and personal attributes**

- 1.1 A recognised Social work qualification and experience working in a social care or community multi agency environment as a qualified Social Worker.
- 1.2 Current Social Worker registration with the relevant regulatory body and evidence of adherence to standards for conduct, performance and ethics. (Registered social workers qualifying after 2012 will be expected to have successfully completed the Assessed and Supported Year in Employment)
- 1.3 Evidence of continued professional development
- 1.4 Broad interdisciplinary experience.
- 1.5 Success in working as part of a multi disciplinary team

**Knowledge/skills/abilities and personal attributes**

- 2.1 In depth and up to date applied knowledge of relevant national and local policy, statutory guidance and legislation in relation to the provision of social care services.
- 2.2 Understanding of the principles of confidentiality and information governance and how these apply to social care.
- 2.3 Understanding of diversity and how it affects practice.
- 2.4 Ability to communicate appropriately and in a timely way with individuals, carers families, other professionals and team members which is clear, fluent, concise and jargon free and in a courteous calm and professional manner. This includes both verbal and written communication.
- 2.5 Ability to effectively engage with people in complex situations both short-term and building professional relationships over time.
- 2.6 Ability to engage in difficult conversations in challenging situations and with people who may be resistant.
- 2.7 Ability to routinely explain professional reasoning, judgements and decisions made and record these in a clear concise way.
- 2.8 Ability to make skilled professional judgement for interventions including in crises and in response to challenge.
- 2.9 Ability to understand and take account of differentials in power, and use authority appropriately
- 2.10 Ability to develop partnership relationships in order to work effectively in a multi-agency and multidisciplinary environment, demonstrating mutual professional regard and a collaborative approach to person centred working.
- 2.11 Ability to chair a range of meetings and offer expert support at case meetings.
- 2.12 Competent in the use of basic IT skills
- 2.13 To have an awareness and understanding of the Homeless reduction Act.
- 2.14 To have good knowledge of local services and resources across Bedfordshire and Luton.

### **Main duties**

- 3.1 To develop and promote the safe and efficient discharge from in-patient services including transfer between acute and community services working closely with housing and homeless partners.
- 3.2 To advise hospital and community teams on aspects relating to safe and effective transfers of care provision.
- 3.3 To develop and maintain strong communication links between ELFT acute hospital and Community Services within Bedfordshire.
- 3.4 To liaise closely with the bed management team to facilitate timely discharge and identify re-admitted patients according to local discharge protocols and referral processes.
- 3.5 To attend delayed transfer of care meetings (DTC) to ensure appropriate monitoring and reporting of delayed transfer information.
- 3.6 To work closely with the performance manager to ensure effective DTC process is followed in line with National guidance.
- 3.7 To act as a resource for advice with regard to community and hospital services, facilitation effective communication with all agencies involved in the continuity of patient care.
- 3.8 To maintain and provide accurate records, reports and statistical information as required.
- 3.9 To set realistic objectives and implement new initiatives in conjunction with other members of the multidisciplinary team for the continuing development of the service, developing and updating protocols as required.
- 3.10 Demonstrate confident and effective judgement about risk and accountability in decision-making and be able to sustain engagement with fluctuating circumstances and capacities, including where there is hostility and risk.
- 3.11 Use assessment procedures discerningly in response to the presenting needs and to ensure that a proportionate assessment is completed in a way that enables maximum participation.
- 3.12 Use professional judgement, employing a range of interventions: promoting independence, providing support and protection, taking preventative action and ensuring safety whilst balancing rights and risks
- 3.13 Play a leading role in practice development, help promote and sustain a learning culture and mentor less experienced staff
- 3.14 Share and present professional knowledge and expertise to colleagues within the team and with other partners.
- 3.15 To have working experience of the funding application process and completion of all documentation required across the 3 local authorities including Bedford, Luton and Central Bedfordshire.

### **PATIENT CONTACT /CLINICAL DUTIES**

- 4.1 The post holder will directly assess patient's health and social needs in order to plan for a safe and effective discharge.
- 4.2 The post holder will liaise directly with relatives and carers to ensure good communication for safe discharge plans.

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4.3 To support patients in accessing housing, benefit and grant support to facilitate timely discharge

4.4 To carry out assessment for people and carers in line with the Care Act, liaising, sign posting to appropriate services and planning care and support where required.  
To contribute to safeguarding case conferences and enquires and where required lead and take responsibility for the management of safeguarding enquires.

### Quality Improvement

5.1 To actively participate in maintaining own personal and professional growth, undergo and actively participate in own and others' performance appraisals and identify own educational and training needs.

5.2 To ensure your own mandatory and statutory training is always in date.

5.3 To develop and embed quality improvements within the team and actively embrace Quality Improvements projects in the team, creating a culture for learning and development.

5.4 To lead and manage the team in a way that supports the development of a culture of continuous improvement and learning. Promoting awareness and understanding in Quality Improvement (QI), and sharing learning and successes from QI work.

5.5 To ensure that systems are in place to capture and listen to the voice of service users and carers and that action is taken appropriately, in order to promote QI.

5.6 To monitor quality and performance of the team through tracking key measures over time, supporting the use of transparent and visual management systems.

5.7 To involve a wide range of stakeholders, data and information in helping the team identify their key improvement priorities.

5.8 To utilize the QI approach to think systematically about complex problems, develop potential change ideas and test these in practice using the Trust's QI framework.

5.9 To deploy resources to identified and agreed QI projects and support staff to find space and time for QI.

5.10 To support team members to develop the appropriate level of skills in QI and ensure that the team has regular time and space for reflection.

5.11 To empower the team to resolve local issues on a daily basis using tools and methods of QI, without having to seek permission.

**This Job Description is not meant as an exhaustive description of all aspects of your role as duties will vary according to the needs of the service. All such variations will be by reasonable request and agreement with your line manager and will be commensurate with the status and banding of the post.**

**PERSON SPECIFICATION**

**Social Work, Hospital Discharge Co-ordinator**

**Band 7 – Adult and older person care.**

**Department: Bedfordshire Mental Health and Learning Disability Service**

FACTORS	ESSENTIAL	DESIRABLE
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>• Registered Professional in Social Work, with current registration with HCPC.</li> <li>• Evidence of post registration continue professional development, qualifications or equivalent experience</li> </ul>	<ul style="list-style-type: none"> <li>• Practice Educator or mentor</li> <li>• AMPH</li> <li>• Educated to degree level</li> </ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Previous experience of working within the community setting and of the care coordinator role and case load management</li> <li>• Previous experience of leading sage guarding enquires</li> <li>• Previous experience of organisational change</li> <li>• Previous experience of service development, quality improvement and of bringing innovation and new ideas to practice</li> <li>• Previous experience of working within the NHS and with senior allied professionals, internal and external stake holders</li> <li>• Previous experience delivering therapeutic interventions such as PSI/ CBT/ DBT etc.</li> <li>• The ability to assertively engage resistant service users with complex clinical needs &amp; associated risks</li> <li>• Experience of planning discharge for people working closely with partner organisations, colleagues, people and their families and carers.</li> </ul>	

<p><b>SKILLS</b></p>	<ul style="list-style-type: none"> <li>• Computer literacy</li> <li>• Excellent organisational skills - able to prioritise own work and manage own time.</li> <li>• Excellent oral and written communication and presentation skills and the ability to meet tight timelines</li> <li>• Excellent skills of conflict resolution, negotiation and facilitation</li> <li>• Acts upon service user and carer feedback and information to improve the way things are done taking personal responsibility for resolving</li> <li>• Ability to build relationships and negotiate satisfactory outcomes with internal and external Stakeholders.</li> <li>• Anticipates and takes action in order to create and seize opportunities to avoid crises taking an overview of complex situations to generate new perspectives - 'thinks outside the box' identifies and implements quick wins where possible</li> <li>• European Computer Driving Licence(ECDL) and mobility to work across multiples settings in the locality</li> </ul>	
<p><b>KNOWLEDGE</b></p>	<ul style="list-style-type: none"> <li>• Excellent knowledge and understanding of CPA.</li> <li>• Good knowledge of current and relevant local and national agendas that impact upon community mental health, inpatient and Recovery services and the wider health and social care system and the ability to understand and disseminate this knowledge to others.</li> <li>• Sound knowledge and understanding of the Mental Health Act (1983/ 2007/ 2014/5), Care Act (2014), relevant national standards, No Health without Mental Health (2011) and other relevant national policies</li> <li>• Very good understanding of recovery principles and NICE guidance in relation to mental health community, inpatient and Recovery services and the ability to ensure that evidence based practice with clear clinical outcomes is embedded into practice</li> <li>• Demonstrate a knowledge base for substance misuse and associated risks</li> </ul>	

<b>PERSONAL ATTRIBUTES (demonstrable)</b>	<ul style="list-style-type: none"> <li>• Self aware demonstrating a consistent inclusive leadership style focused on achieving the best results and overcoming obstacles</li> <li>• Takes action to enable teams to achieve maximum contribution, communicates vision, direction, and outcomes clearly, motivating others to achieve.</li> <li>• Ability to work independently and as part of a team and able to both/influence and work across professional boundaries</li> <li>• Takes specific action to improve team or individual performance intervening promptly and constructively to support.</li> <li>• Ability to communicate positive expectations of the organisation to teams in a enabling and supportive manner</li> <li>• Ability to remain calm under pressure, motivate others and be flexible and adaptable to change</li> <li>• Demonstrates they care and values others, able to acknowledge and reward good work, celebrating team and individual success</li> <li>• Develop team spirit and inclusivity and respect for each other</li> </ul>	
<b>OTHER (please specify)</b>	<ul style="list-style-type: none"> <li>• Keeps up to date with activities of the organisation</li> <li>• Able to demonstrate a commitment to self-development</li> </ul>	

**POLICY AND SERVICE**

The post-holder will have access to confidential data on staff and services within the Trust. Failure to maintain confidentiality could lead to disciplinary action, which could ultimately lead to dismissal.

You will be required to assess all risks to your systems, processes and environment and contribute towards the clinical and corporate governance agenda as appropriate.

You will be expected to produce work to a high standard and to promote quality at all times.

You will be expected to keep yourself updated on all matters relating to Trust policy. You must familiarise yourself with matters relating to health and safety management as they affect you personally and/or the Trust.

The above 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.

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## JOB DESCRIPTION AGREEMENT

This Job Description is intended as a guide to the main duties of the post and is not intended to be a prescriptive document. Duties and base of work may change to meet the needs of the service or because of the introduction of new technology. This Job Description may be reviewed from time to time and changed, after consultation with the post holder.

## STATEMENT OF EMPLOYMENT POLICIES

In addition to the requirement of all employees to co-operate in the implementation of Employment related policies, your attention is drawn to the following individual employee responsibilities:

**Health and Safety:** Under the Health and Safety at Work Act 1974 it is the responsibility of individual employees at every level to take care of their own health and safety at work and that of others who may be affected by their acts at work and to co-operate with management in complying with health and safety obligations, particularly by reporting promptly any defects, risks or potential hazards.

**Equal Opportunities:** ELFT is committed to equality of opportunity for all employees, job applicants and service users. We are committed to ensuring that no-one will be discriminated against on the grounds of race, colour, creed, ethnic or national origin, disability, age, sex, sexual orientation or marital status. The Trust commits itself to promote equal opportunities and value diversity and will keep under review its policies, procedures and practices, to ensure that all employees, users and providers of its service are treated according to their needs.

For management posts, to ensure that within their service area fair employment practice and equality of opportunity are delivered.

### **Dealing with Harassment/ Bullying in the Workplace**

The Trust believes employees have the right to be treated with respect and to work in a harmonious and supportive working environment free from any form of harassment and / or bullying.

The Trust has taken positive steps to ensure that bullying and harassment does not occur in the workplace and that procedures exist to resolve complaints as well as to provide support to staff. It is your responsibility as an employee to abide by and support these steps so all employees can work in a harmonious, friendly and supportive working environment free of any harassment or intimidation based on individual differences.

Disciplinary action will be taken against any member of staff found to be transgressing the Harassment and Bullying Policy.

### **No Smoking**

To refrain from smoking in any of the organisations premises not designated as a smoking area. ELFT is a Smoke free Trust – this means that staff must be smoke free when on duty or otherwise in uniform, wearing a badge or identifiable as ELFT staff or undertaking Trust business.

### **Alcohol**

To recognise that even small amounts of alcohol can impair work performance and affects ones abilities to deal with patients and the public in a proper and acceptable manner. Consumption of alcohol during work hours is not permitted.



<b>Confidentiality</b>	<p>As an employee of the Trust the post holder may have access to confidential information. The post holder must safeguard at all times, the confidentiality of information relating to patients/clients and staff and under no circumstances should they disclose this information to an unauthorised person within or outside the Trust. The post holder must ensure compliance with the requirements of the Data Protection Act 1998, Caldicott requirements the the Trust's Information and IM&amp;T Security Policy.</p> <p>To safeguard at all times the confidentiality of information relating to patients/clients and staff.</p>
<b>Data Protection Act</b>	<p>To maintain the confidentiality of all electronically stored personal date in line with the provision of the Date Protection Act.</p>
<b>Date Protection - your data</b>	<p>As part of your employment with ELFT, we will need to maintain personal information relating to your work on your personal file. You have a right to request access to your personal files via the Human Resources Dept.</p> <p>To carry out as per Data Protection Act responsibilities with regards to the access and Health Records Act 1990.</p>
<b>Safeguarding</b>	<p>All employees must carry out their responsibilities in such a way as to minimise risk of harm to children, young people and adults and to safeguard and to promote their welfare in accordance with current legislation, statutory guidance and Trust policies and procedures. Employees should undertake safeguarding training and receive safeguarding supervision appropriate to their role.</p>
<b>Service User and Carer involvement</b>	<p>ELFT is committed to developing effective user and carer involvement at all stages in the delivery of care. All employees are required to make positive efforts to support and promote successful user and carer participation as part of their day-to-day work.</p>
<b>Personal Development</b>	<p>Each employee's development will be assessed using the Trust's Personal Development Review (PDR) process. You will have the opportunity to discuss your developmental needs with your Manager on an annual basis, with regular reviews.</p>
<b>Clinical Governance</b>	<p>As an employee of the Trust you are expected to support the Trust's clinical governance framework for monitoring and improving standards of care. You must do this by:</p> <ul style="list-style-type: none"><li>• Taking part in activities for improving quality</li><li>• Identifying and managing risks</li><li>• Maintaining your continuous professional development</li></ul>
<b>Professional Standards</b>	<p>To maintain standards as set by professional regulatory bodies as appropriate.</p>
<b>Conflict of Interests</b>	<p>You are not precluded from accepting employment outside your position within the Trust. However such other employment must not in any way hinder or conflict with the interests of your work for the Trust and must be with the knowledge of your Line Manager.</p>
<b>Risk Management</b>	<p>Risk Management involves the culture, processes and structures that are directed towards the effective management of potential opportunities and adverse effects. Every employee must co-operate with the Trust to enable all</p>

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statutory duties to be applied and work to standards set out in the Risk Management Strategy.

**Personal and Professional Development/ Investors in People**

The Trust is accredited as an Investor in People employer and is consequently committed to developing its staff. You will have access to appropriate development opportunities from the Trust's training programme as identified within your knowledge and skills appraisal/personal development plan.

**Infection Control**

Infection Control is everyone's responsibility. All staff, both clinical and non-clinical, are required to adhere to the Trusts' Infection Prevention and Control Policies and make every effort to maintain high standards of infection control at all times thereby reducing the burden of all Healthcare Associated Infections including MRSA. In particular, all staff have the following key responsibilities:

Staff must observe stringent hand hygiene. Alcohol rub should be used on entry to and exit from all clinical areas. Hands should be washed before and after following all patient contact. Alcohol hand rub before and after patient contact may be used instead of hand washing in some clinical situations.

Staff members have a duty to attend infection control training provided for them by the Trust as set in the infection control policy.

Staff members who develop an infection that may be transmissible to patients have a duty to contact Occupational Health.