





Job Description

1. JOB DETAILS	
Job title:	Patient Flow Co-ordinator
Accountable to:	
Managerially	Matron Emergency Care
Professionally	Director of Nursing
Location:	Accident and Emergency, Cumberland Infirmary, Carlisle
2. JOB SUMMARY	
<p>All staff are expected to work to the Trust Values:</p> <div>  Kindness – Kindness and compassion cost nothing, yet accomplish a great deal. </div> <div>  Respect - We are respectful to everyone and are open, honest and fair – respect behaviours. </div> <div>  Ambition – We set goals to achieve the best for our patients, teams, organisations and our partners. </div> <div>  Collaboration – We are stronger and better working together with and for our patients. </div> <p>Assist in coordination of patient flow through ED, liaising with staff, multidisciplinary teams, GPs, patient transport and other hospitals. The department operates 24 hours per day, 7 days per week.</p>	
3. ROLE OF DEPARTMENT	
<p>Operational management of acute beds across the Cumberland Infirmary, initial point of contact for all emergency and elective admissions, facilitating discharge of patients home or for continuing care into the community hospitals.</p>	
4. ORGANISATIONAL CHART	
<div> <div>Head of Nursing</div> <div>Matron, Emergency Care</div> <div>ED Sister</div> <div>Patient Flow Coordinator</div> </div>	

5. KEY WORKING RELATIONSHIPS
<p>Patients and their relatives / carers. Members of the multidisciplinary team. Staff from wards and departments. External agencies. Members of the general public.</p>
6. DUTIES AND RESPONSIBILITIES OF THE POST
<p>Clinical</p> <ul style="list-style-type: none"> • Facilitate appropriate transfer of patients from accident & emergency. • Identify all patients at 3 hours within A&E department, liaising with relevant staff to ensure a plan is in place to facilitate transfer / discharge from A&E to achieve 4 hour targets. • Facilitate appropriate transfer of patients from accident & emergency. • Facilitate transfer of patients to an appropriate bed for the duration of the inpatient stay or transfer of care out with the hospital. • Maintain awareness and implement escalation plan as required. • Assist with discharge planning from onset of admission, working with members of the multidisciplinary team to ensure timely and safe discharge. • Advise PTS / ambulance control of transport requirements or when problems arise with transport for discharges. • Communicate effectively with infection control team to prevent spread of hospital acquired infection. • Comply with infection prevention and control procedures across the range of duties at all times. • Take personal responsibility for putting the person receiving care first, and to challenge poor care/practise, doing so as soon as any shortcomings are seen. <p>Administration</p> <ul style="list-style-type: none"> • Update patient records as requested, correcting existing errors. • Undertake general clerical duties e.g. answering the telephone, filing. • Actively participate in clinical governance as requested. • Ensure that a safe environment is created and maintained for all patients, visitors and work colleagues. <p>Education</p> <ul style="list-style-type: none"> • Undertake continuing personal and professional development, including mandatory and statutory updating • Participate in the Trust IPR/PDP process within the set timescale. • Participate in surveys, quality initiatives, research and audit as required.
7. WORK SETTING AND REVIEW
<p>Work to duties as set, directly managed and indirectly supervised by a Registered Nurse.</p>
8. INDIVIDUAL RESPONSIBILITIES
<p>The post holder is expected to</p> <ul style="list-style-type: none"> • adhere to Trust policies and procedures and relevant legislation including the requirements of the any professional bodies

- attend mandatory training as identified by the Trust
- adhere to Trust infection prevention policies, procedures, audits in line with the Health Act 2006, to actively reduce Health Care Associated Infections

9. CONFIDENTIALITY

The post holder must maintain the confidentiality of information about patients' staff and Trust business in accordance with the General Data Protection Regulations (GDPR), Data Protection Act 2018 and Caldicott principles.

10. HEALTH AND SAFETY

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

11. RISK MANAGEMENT

All staff have a responsibility to report all clinical and non-clinical accidents, incidents or near-misses promptly and when requested to co-operate with any investigations undertaken.

12. EQUALITY AND DIVERSITY

All employees of the Trust have responsibility to:

- Act in ways that support equality and value diversity.
- Treat everyone with whom they come into contact with dignity and respect.
- Act in ways that are in accordance with Trust's Single Equality Scheme, Equality and Diversity policy, and Dignity in the Workplace policy.

13. SAFEGUARDING

All employees have a duty for safeguarding and promoting the welfare of children and adults at risk. Staff must be familiar with the trusts Safeguarding Policy and the process for raising concerns about the welfare of anyone with whom they have contact. Staff must also ensure they receive the appropriate level of safeguarding children and adult training depending on their role in the Trust.

Staff are expected to access supervision and support from their line managers and/or the locality based safeguarding team when managing complex cases where applicable to their role.

14. INFORMATION GOVERNANCE

The post holder must keep up to date with the requirements of information governance; undertake mandatory training and follow Trust policies and procedures to ensure that trust information is dealt with legally, securely, efficiently and effectively.

It is important that the post holder processes personal identifiable information only in accordance with the Trust Data Protection Act notification to the Information Commissioner. The post holder must check with the Data Protection Officer before creating new systems to process person identifiable information to ensure that this is carried out within the scope of the Data Protection Act 2018 notification.

The post holder must manage the records they create or hold during the course of their employment with the Trust in an appropriate way, making the records available for sharing in a controlled manner subject to statutory requirements and agreed security and confidentiality policies, procedures and guidelines e.g. Data Protection Act 2018, Freedom of Information Act 2000, General Data Protection Regulations, Caldicott Guidelines NHS Confidentiality Code of Conduct 2003, and professional codes of conduct on confidentiality.

The post holder must maintain the confidentiality of information about service user staff and organisational business in accordance with the new Data Protection Act 2018 and Caldicott principles.

It is likely that the post holder will be in contact at some time with a form of information system, and therefore is responsible for implementing and maintaining data quality. The post holder, when making entries into records, must ensure that these are legible and attributable and that the record keeping is contemporaneous. It is essential that information recorded within records either on paper, in an electronic format or both paper and electronic is accurate, complete and relevant.

15. GREEN STATEMENT

Across the North East and North Cumbria we are working together to deliver our ambition to be the greenest region in England by 2030. There is an expectation for all staff to support this by familiarising yourself with the Trust's sustainability initiatives such as waste and recycling, going paperless, videoconferencing, sustainable transport and others.

We encourage you to think about what you can do as an individual and within your team to contribute in to embedding carbon reduction into the everyday running of our organisation.

PERSON SPECIFICATION
North Cumbria Integrated Care NHS Foundation Trust

POST TITLE: Patient Flow Coordinator

Factor	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> GCSE English and maths or equivalent. 	<ul style="list-style-type: none"> Essential IT skills (EITS) or equivalent.
Experience	<ul style="list-style-type: none"> Working with members of the general public. Use of a computer. 	<ul style="list-style-type: none"> NHS employment. Work in a caring environment in health / social sector.
Knowledge	<ul style="list-style-type: none"> Demonstration of continuing learning. Confidentiality. Equality issues. 	
Skills and Aptitudes	<ul style="list-style-type: none"> Good communication and interpersonal skills. Ability to work as a member of a team, without close supervision. Ability to use initiative appropriately within a team. Able to prioritise work to meet deadlines. Excellent organisational skills. Ability to demonstrate the compassionate values and behaviours needed for dignified care. 	<ul style="list-style-type: none"> IT / keyboard skills. Extended role skills including patient observations.
Personal Circumstances	<ul style="list-style-type: none"> Positive approach to change. 	
Other Requirements	<ul style="list-style-type: none"> Flexibility. Willing to continue development of extended role. 	

Experience can be considered as comparable to qualifications quoted but should be clearly detailed on the application in order to demonstrate equivalence.