

Job Description

Job title:	Discharge Support Worker (Ward Based)
Directorate:	Operational Services
Department:	Adult/Older Adult Mental Health Services
Responsible to:	Discharge Coordinator
Accountable to:	General Manager
Pay band:	Band 3
Contract:	Agenda for Change
On call requirement:	No
Disclosure required:	Enhanced
Professional Registration:	No

Job outline:

Working as part of the discharge hubs the Discharge Support Worker will ensure that all discharges from a defined number of mental health acute, dementia, rehab and older person's beds are processed and coordinated in such a manner to ensure that patients are placed in an environment best suited to their assessed needs and Trust resources are utilized to their maximum efficiency. The post holder holds no clinical responsibility instead focuses on the administrative coordination to support successful discharge.

Scope & Authority

The Discharge Support Worker will work closely with teams focusing directly on the needs of patients requiring support and facilitation in order to be discharged from hospital. The Discharge Support Worker will develop close working relationships with ward teams providing coordinated support to the discharge hub. Responsible for assisting with processes and procedures to enhance patient flow. Providing follow up as appropriate for patients discharged, taking action and/or escalating issues as required.

Key Result Areas

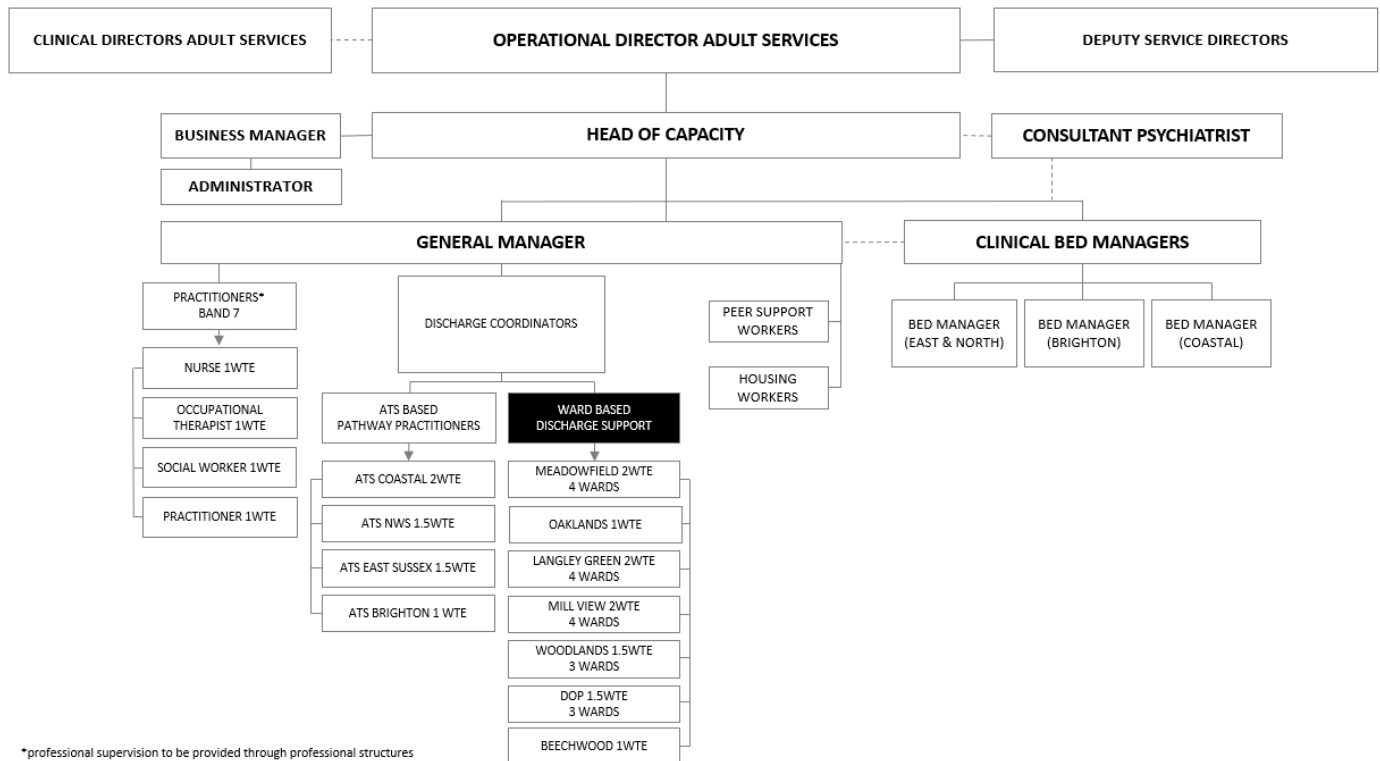
Communication

- Develop and maintain good working relationships with the multi-disciplinary team, patients, carers and service users.
- Keep all relevant professionals informed of any difficulties or delays in the discharge of their patients.
- Ensure that lines of reporting with the multi-disciplinary team are timely robust and efficient.
- Working in collaboration with the patients and carers in order to make their transition from hospital as smooth as possible.
- Ensuring risk information is shared with the admitting service or communicated to the team responsible for the ongoing care of the patient.

Key responsibilities

- Working closely with the ward staff, community teams and the Home Treatment Team (CRHT) to ensure that the standards set out within admission discharge processes are adhered to.
- Reviewing in-patients with the clinical team to identify those requiring administrative coordination to assist in organizing discharge.
- Ensuring plans are agreed with patient and carers for discharge and that they are fully aware of any requirements to assist discharge.
- Working within the guidelines of the admission/discharge processes to collate all available risk assessments, risk action plans and other information to determine the actual and potential risks associated with the proposed admission to any patient.
- Ensuring that all risk information gathered is communicated to the clinical team so that they can prepare appropriate treatment plans and risk management plans with due regard to the safety of the patient leaving hospital.
- Ensuring all risk information has been entered onto Carenotes.
- Use information technology to collate information regarding discharges as required.
- Ensuring in collaboration with ward staff, that all patients discharged from hospital are discharged with a clear discharge care plan and have had a discharge planning meeting prior to their discharge.
- Carry out duties consistent with individual patient/users wishes, maintaining privacy, dignity and recognizing cultural diversity and needs.
- Liaising closely with the housing services, community teams and social services identifying resource shortfalls that contribute to a patient's discharge date being delayed ensuring that recording of bed blocking for accommodation reasons is systematically undertaken and passed to senior managers in a timely manner
- Liaising with relevant agencies in relation to service users discharged from hospital including transfer to future care providers.
- Making any referrals to internal or external partners or Care providers.
- Arranging and conducting home visits, to identify any barriers to discharge from hospital to that environment.
- Taking on any other relevant duties that relate or contribute to service users timely discharge from hospital.
- Taking on any other projects, admin or clinical duties as directed by Line Manager, that falls within the remit of banding.
- To provide support and assistance to the ward in the event of increased workload on the 'within eyesight' due to staffing issues or workload increase.

Position in the Organisation & Key relationships



All staff are required to:

- Abide by the standards of behaviour expected by their professional body and the standards of behaviour expected of all staff in the Trust disciplinary policy and procedure.
- Adhere to all Trust policies and procedures and are responsible for making themselves aware of these policies and procedures.
- Treat information relating to patient, employees and businesses of the Trust in the strictest confidence. Under no circumstances should such information be discussed with any unauthorised person(s) or organisations. At all times employees are required to comply with the provisions of the Data Protection Act.
- Maintain their own awareness of, and comply with, policies and procedures relating to Health and Safety (whether statutory or Trust), and assist in ensuring the compliance of other staff.
- Support the Trust's visions and values and in particular the promotion of a positive approach to diversity, equality, rights, and treating others with dignity and respect; to eliminate discrimination and disadvantage in service delivery and employment, and to manage, support or comply by adhering to the Trust's Equality and Diversity Policy.
- Demonstrate the core principles of safeguarding and protection Human Rights; treating people with dignity, fairness, equality, respect and autonomy.
- Develop and maintain positive relationships with all colleagues, taking account of their age, religion or belief, ethnicity, sex, marital or civil partnership status, sexual orientation, gender identity, pregnancy or maternity status and any disability. Ensure that they are approachable and that their conduct towards colleagues is open and honest, dealing with differences in opinion, in ways which avoid offence.

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- Take responsibility for the safeguarding and protection of children and young people and vulnerable adults very seriously, as does The Trust. The Trust works with adult and children's social care to ensure that the integrated service has systems in place to equip staff with the knowledge and skills to recognise abuse, and take action to safeguard and protect vulnerable adults and children and young people. It is expected that all staff familiarise themselves with the appropriate structures and policies and with the Sussex child protection and safeguarding procedures and the Sussex multi-agency policy and procedures for safeguarding vulnerable adults and undertake the relevant essential training and further training appropriate to their role.

We are an Equal Opportunities Employer operating a No Smoking Policy

Person Specification

Job title:	Discharge Support Worker		
Directorate:	Operational Services		
Department:	MDIST		
Pay band:	Band 3 (pending evaluation)		
	Essential	Desirable	Evidenced by
A – Qualifications			
<ul style="list-style-type: none">Satisfactory level of general educationGood standard of written and spoken EnglishDemonstrates commitment to further learning and personal development	✓ ✓ ✓		A / C
<ul style="list-style-type: none">GCSE in English or equivalent		✓	A / C
B – Knowledge/Experience			
<ul style="list-style-type: none">Understanding of the role and responsibilities of a ward Discharge Support Worker	✓		A / I
<ul style="list-style-type: none">Demonstrates ability to pass on knowledge to others	✓		
<ul style="list-style-type: none">Previous experience in a care environment		✓	
<ul style="list-style-type: none">Awareness and understanding of barriers and enablers to facilitate patient discharge		✓	
<ul style="list-style-type: none">Lived experience of mental health issues		✓	
C – Skills			
Communication/Relationship skills: <ul style="list-style-type: none">Communicates effectivelyAbility to give, receive and carry out instructions	✓ ✓		A / I
Analytical & Judgement skills: <ul style="list-style-type: none">Ability to identify when to seek supportAwareness of own learning and development needsAbility to assist in the learning of others	✓ ✓ ✓		A / I
Planning & Organisational skills: <ul style="list-style-type: none">Ability to work on own initiativeAbility to prioritise tasksAbility to manage competing priorities	✓ ✓ ✓		A / I
IT skills: <ul style="list-style-type: none">Computer literate	✓		A / I / T
Physical skills: <ul style="list-style-type: none">Ability to travel across sites or to the communityAbility to use computer equipment	✓ ✓		A / I

	Essential	Desirable	Evidenced by
▪ Abilities			
▪ Mental Effort: ▪ Ability to be able to concentrate on specific activities for long periods of time ▪ Ability to be able to deal with conflicting demands. ▪ Ability to deal with multiple deadlines ▪ Ability to work with interruptions to deal with queries	✓ ✓ ✓ ✓		A / I
▪ Emotional Effort: ▪ Ability to deal with distressing or emotional circumstances.	✓		A / I
▪ Working Conditions: ▪ Ability to work in an office and in the community ▪ Ability to be able to use computer equipment	✓ ✓		A / I
D – Approach/Values:			
Demonstrate support for the values and beliefs of the Care Group and those of the Trust	✓		I
Demonstrate an understanding of the practices of Human Rights in the delivery of this role	✓		I
Team working	✓		I
Ability to travel across sites	✓		I
Punctual and flexible across hours of work when required	✓		I

To be evidenced by key: A – Application C - Certificate I – Interview T - Test

Approved by:

Name

Post holder

Approved

Manager **Date**