

SOUTH CENTRAL AMBULANCE SERVICE NHS FOUNDATION TRUST

JOB DESCRIPTION

JOB TITLE: **HOSPITAL LIAISON OFFICER (NEPTS)**

DEPARTMENT: Non-Emergency Patient Transport Services (NEPTS)

REPORTING TO: Customer Care Manager (NEPTS)

AFC PAY BAND & ENHANCEMENTS: Band 4
High Cost Allowance – As applicable

LINE MANAGER TO: N/A

DISCLOSURE & BARRING SERVICE LEVEL: Enhanced

WORK PATTERN: 37.5 hrs per week / Rota

AGE RELATED DRIVING RESTRICTION: No

KEY WORKING RELATIONSHIPS (INTERNAL/EXTERNAL):

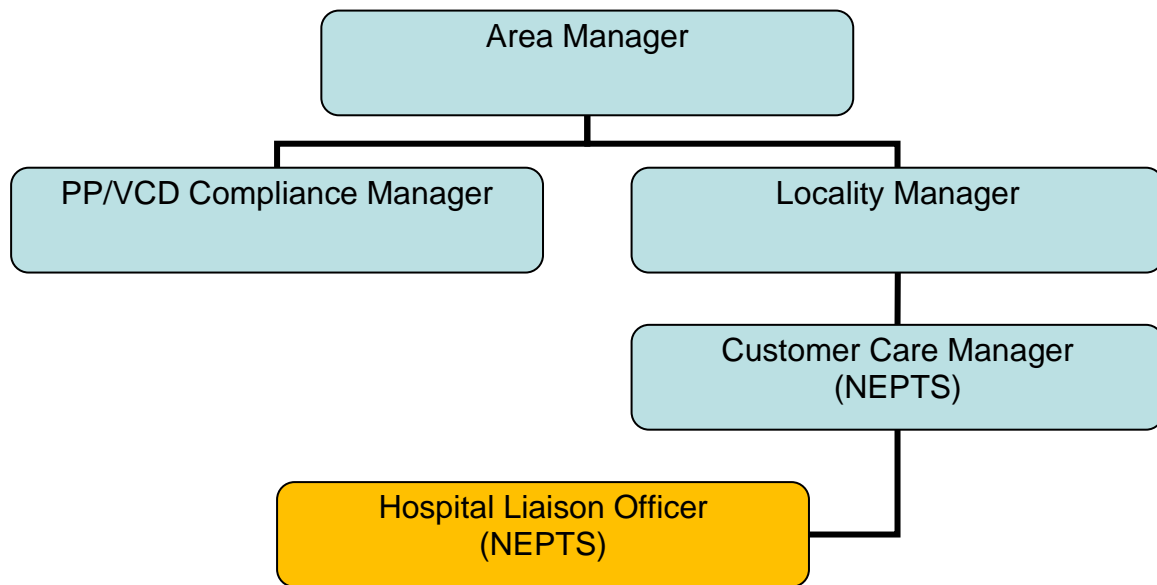
Internal

- Customer Care Manager (NEPTS)
- Senior Operations Manager (NEPTS)
- NEPTS Contact Centre Staff
- Ambulance Care Assistants
- Corporate and Support Staff

External

- Site Manager
- Bed Managers
- Health Service Colleagues
- Patients/ Stakeholders

ORGANISATIONAL CHART:



OVERALL PURPOSE/ROLE SUMMARY:

- To act as a point of contact between South Central Ambulance Service NHS Trust (SCAS) Non-Emergency Patient Transport (NEPTS) and its customers within a given locality. There will be a requirement to travel to other sites across the wider SCAS environment.
- To be an on-site presence to respond to and resolve issues and matters concerning NEPTS provision, patient mobility etc.
- To attend such meetings as required assisting SCAS customers in the efficient and effective transportation of its patients to facilitate patient flows within the hospital environment.
- To be an ambassador when representing SCAS NEPTS by acting in a professional and positive manner ensuring the Trust's values etc. are adhered to at all times.

MAIN DUTIES AND RESPONSIBILITIES:

1. Establish and maintain effective communication channels with health service colleagues, patients and SCAS employees, being available wherever possible to those who need to speak to them, with consideration being given to the use of an appropriate medium.
2. Encourage open and honest communication relating to innovation and improvement. This will include use of empathy, negotiation and the use of various methods of communication to ensure all parties can communicate effectively considering the use of interpreters.
3. Be required to provide and encourage an environment where customers/patients can be listened to ensuring they are given time to impart their concerns and relevant information.

4. The post holder will participate in the daily operational management meetings to understand the demands placed upon the hospital from all channels i.e. Emergency admissions, elective surgery, outpatient requirements, delays to patient placements in terms of rehabilitation and permanent relocation and to provide assistance with patient flows in the hospital environment.
5. To undertake patient assessments both within the hospital environment and local community to ensure the correct resource is allocated to meet the needs of the patient. This will include patients who require the use of the Bariatric Service.
6. To investigate and respond to complaints and enquiries as required and in accordance with SCAS Policies and Procedures.
7. To maintain and update SCAS Software Patient Service Database relating to clinics, operational-throughput times, patient details, allocate PIN numbers to Health Service-approved users as required.
8. To promote and provide support to Health Service Colleagues with the online booking system for Patient Transport used by SCAS and to assist with the training for the online booking system within the hospital environment.
9. The post holder will be required to participate in all training, mandatory and other, as required by SCAS in order to meet the needs of the role and organisation.
10. To liaise with other manager within SCAS Patient Transport Service to ensure that service delivery is seamless and meets the standards required within the contract agreement for the locality.
11. To assist in the development and continual improvement of the Non-Emergency Patient Transport Service.
12. To enter 'flag' messages on to the Patient Transport Service system relating to specific details describing either the patient address access/egress or medical conditions.
13. To enter patient information on to the preferred patient database as an initial patient records or an amendment of an existing record, maintaining the NEPTS patient data system to ensure that information is relevant and accurate.
14. The post holder in conjunction with the Hospital wards, Site and Bed Managers will assist in determining the priority of patient discharges/transfers based on hospital priority, patient condition or any other factors which need to be taken into consideration.
15. The post holder will be required to allocate patients to various resources as and when required to facilitate the efficient discharge of patients ensuring the NEPTS Control are kept informed.
16. To direct and allocate appropriate duties to the Support/Patient Response Driver in order to facilitate the movement of patients, equipment and medications as required.
17. The post holder is required to act autonomously when making decisions with their role – this is a managed position and not supervised.
18. To assist in ensuring that customer and patients are contacted regarding their transport requirements, advising of any inability to meet these requirement and advise of any other options as soon as it is apparent any genuine commitments cannot be met.

GENERAL INFORMATION:

Changes to this job description:

This is an outline of the job description and may be subject to change according to service needs and developments, which will take place in consultation with the post holder as appropriate.

SCAS Core Values: Teamwork, Innovation, Professionalism, Caring.

Smoking:

South Central Ambulance Service operates a 'No Smoking' policy.

Equality and Diversity:

South Central Ambulance Service is committed to the fair treatment of all people, regardless of their gender, race, colour, ethnicity, ethnic or national origin, citizenship, religion, disability, mental health needs, age, domestic circumstances, social class, sexuality, beliefs, political allegiance or trades union membership.

Health and Safety:

It is the general duty of every employee to take reasonable care for the Health and Safety of themselves and others including the use of necessary safety devices and protective clothing and co-operation with the Trust in meeting its responsibilities under the Health and Safety at Work legislation. The post holder must be aware of individual responsibilities under the Health and Safety at Work Act and identify and report, as necessary, any untoward accident, incident or potentially hazardous environment.

It is the Trust's responsibility to ensure that staff are able to work in a safe and conducive working environment and that responsibilities regarding Health and Safety and staff welfare legislation and best practice are fulfilled throughout their area of responsibility, this will also include undertaking Risk Assessments as and when required.

Infection Control

Infection Prevention and Control: South Central Ambulance Service is committed to reducing the risk of healthcare associated infections. All employees involved directly or indirectly in the provision of healthcare have a duty to cooperate with the Trust's Infection Prevention and Control associated Policies and Procedures to reduce the risk of healthcare associated infections for patient's staff and the public. You will be expected to cooperate with colleagues, contractors and other healthcare providers also involved in patient care directly or indirectly so far as is necessary to enable the Trust to meet its obligations under the Health and Social Care Act 2008.

Safeguarding Children and Vulnerable Adults

SCAS has a statutory duty to safeguard and promote the welfare of children and young people (Children Act 2004), to protect adults at risk of abuse (Care Act 2014, Mental Capacity Act 2005 et al), and to support the Home Office Counter Terrorism strategy CONTEST, which includes a specific focus on PREVENT.

Safeguarding is everybody's business and any concern should be promptly reported in accordance with South Central Ambulance Service's safeguarding policy and associated guidance found within South Central Ambulance Service allegations and other associated policies. Support, advice and guidance may be sought from the safeguarding team however this should not be in place of a referral ensuring the principle of "No delay."

Confidentiality:

The post holder must ensure that personal information for patients, members of staff and all other individuals is kept secure and confidential at all times in compliance with the Data Protection Legislation.

Development:

The post holder will be required to participate in relevant development activities and development reviews.

Freedom to Speak up (FTSU):

All staff have a responsibility for creating a safe culture and an environment in which we are all able to highlight when things go wrong, might go wrong, or when things are good, but could be even better.

FTSU is a fundamental part of this and is a core element of the Trust's values and behaviours, we need to be mindful how our behaviour may inhibit or encourage someone speaking, listening or following up. Further eLearning is available on ESR.

The job description is not exhaustive and is subject to review in the light of the changing needs of the organisation. Any review of this job description will be undertaken in consultation with the post holder

Name of post holder (please use capitals)

Signature of post holder Date