Job Title: Discharge Planning Assistant	**Role Profile Number:** SO3575
Grade/Salary: L	**Date Prepared:** May 2020
Directorate/Group: Hospital Social Work Team, Adult Social Care	**Reporting to:** Discharge Planning Coordinator
Structure Chart attached:	No

Job Purpose

- Support the Discharge Planning Coordinator to maintain a one-system view of social care referrals received from the Great Western Hospital.
- Maintain a clear overview of the discharge planning process.
- Aim to reduce Delayed Transfers of Care (DTOC) as per the Care Act 2014.
- Act as a first-point of contact for the Hospital Social Work Team.
- Provide assistance to the Hospital Social Work Team; Team Manager, Assistant Team Manager, Social Workers and Assistant Care Managers.

Key Accountabilities

- Process and monitor Assessment and Discharge Notifications as per the Care Act 2014.
- Anticipate potential Delayed Transfers of Care (DTOC) and provide advanced warning to the appropriate departments/agencies in order to minimise delays.
- Ensure safe and timely discharges with direction from the key worker and/or Discharge Planning Coordinator.
- Gather and collate information from a range of sources; internal key workers, ward staff, patient notes, care providers and electronic data bases.
- Prepare and report information to senior team colleagues.
- Attend daily meetings to enhance effective communication between Swindon Borough Council, the Great Western Hospital and partners.
- Organise and prioritise work through the day to meet changing demands.
- Support senior colleagues in the event of the Discharge Planning Coordinator being absent.
- Liaise with internal and external staff regarding discharge plans, ensuring appropriate communication skill.
- Excellent telephone skills with ability to work under pressure dealing with customers in a time of crisis on the telephone occasionally.

- Have good problem solving skills to enable resolution before escalation to the Discharge Planning Coordinator.
- Awareness and handling of sensitive information is critical.

Supplementary Accountabilities

- To carry out any other duties, this may be required within the grading of the post, making use of any specialist qualifications.

- In accordance with the provisions of the Health & Safety at Work etc. Act 1974 and the Management of Health & Safety at Work Regulations 1999 you must take reasonable care so as not to endanger yourself or other persons whilst at work. You must also co-operate with the Council to enable it to comply with its statutory duties for health and safety.

- You must work in accordance with training or instructions given, make proper use of any personal protective equipment provided and inform your manager of any hazardous situations or risks of which you are aware.

- You must ensure you undertake responsibilities relating to your position as detailed within your Directorate Health and Safety Policy.

Knowledge & Experience

- Experience using Word, Excel and Outlook
- Experience using Databases
- Knowledge of the Care Act 2014 (preferred)
- Experience in a Health and Social Care setting (preferred)

Qualifications

- Educated to G.C.S.E Level in English and Maths Grade A to C

Decision Making

- Organised with the ability to prioritise work on a daily basis
- Ability to interpret levels of urgency/complexity, and escalating when appropriate to a senior/supervisor
- Proven results obtained through team work and individual effort

Creativity and Innovation

- Accurate eye for detail in interpretation and documentation
- Ability to work under pressure and daily deadlines
- Ability to reflect upon daily tasks, processes and systems and evaluate the development needs for self-improvement and the promotion of patient centered care

Contacts and Relationships

- Excellent verbal and written communication skills and have a clear and pleasant telephone manner
- Ability to deal with all levels with tact and diplomacy

Other Requirements

- Full mobility to access the Great Western Hospital site and other sites in the Swindon community (if required)