



SWINDON
BOROUGH COUNCIL

Role Profile

Job Title: Discharge Planning Coordinator	Role Profile Number: SO3557
Grade/Salary: N	Date Prepared: September 2020
Directorate/Group: Community Response Hub, Adult Social Care	Reporting to: ATM/ASW
Structure Chart attached:	No

Job Purpose

- Coordinate the management of Assessment and Discharge Notifications as per the Care Act 2014, ensuring efficient and effective service delivery.
- Manage and maintain a one-system view of social care referrals received by the Community Response Hub.
- Maintain a clear overview of the discharge planning process.
- Aim to reduce Delayed Transfers of Care (DTC) as per the Care Act 2014.
- Be a first-point of contact for the Community Response Hub.
- Provide support to the Community Response Hub: Team Manager, Assistant Team Manager, Social Workers and Assistant Care Managers.
- Provide formal supervision for the Discharge Planning Assistant.

Key Accountabilities

- Process and monitor Assessment and Discharge Notifications as per the Care Act 2014.
- Anticipate potential Delayed Transfers of Care (DTC) and provide advanced warning to the appropriate departments/agencies in order to minimise delays.
- Provide statistical reports, including Delayed Transfer of Care (DTC) information, to support senior management.
- Ensure safe and timely discharges with direction from the key worker.
- Gather and collate information from a range of sources; internal key workers, ward staff, patient notes, care providers and electronic databases.
- Attend daily meetings to enhance effective communication between Swindon Borough Council, the Great Western Hospital and partners.

- Organise and prioritise work throughout the day to meet changing demands.
- Ensure appropriate delegation to the Discharge Planning Assistant.
- Liaise with internal and external staff regarding discharge plans, ensuring appropriate communication skill.
- Excellent telephone skills with ability to work effectively when speaking with individuals in a time of crisis.
- Excellent problem solving skills to enable resolution before escalation to the Senior Managers.
- Ability to handle sensitive information.

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.
- Understanding and knowledge of the Care Act 2014.
- Understanding and knowledge of the Mental Capacity Act 2005.
- Understanding and knowledge of the Data Protection Act 2018.
- Experience in a Health and Social Care setting.
- Experience of working in a team and supervising others (preferred).

Qualifications

- Educated to G.C.S.E Level in English and Maths Grade A to C.
- Level 3 Health and Social Care Qualification or equivalent.

Decision Making

- In the absence of allocated key workers, identify and complete outstanding actions to facilitate a safe discharge, preventing delayed transfer of care.
- Organised with the ability to prioritise work on a daily basis.
- Ability to interpret levels of urgency/complexity, and escalate when appropriate to a senior/supervisor.
- Proven results obtained through teamwork and individual effort.

Creativity and Innovation

- Evaluate and develop systems/processes with a view to creating effective ways of working.
- Contribute to the strategic and operational development of the service.
- Identify effective ways of managing resilience.
- Accurate eye for detail in interpretation and documentation.
- Ability to work under pressure and meet daily deadlines.
- Evaluate the development needs for self-improvement.
- Explore ways to better promote person-centered working.

Contacts and Relationships

- Excellent verbal and written communication skills and have a professional 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).

Values and Behaviours

We strive to underpin our culture through strong management and authentic leadership, this means getting the management basics right, and ensuring what we commit to individually and collectively, we own and demonstrate accountability aiming to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, this means in our work we are:

Connected: We put Swindon and its people at the heart of everything we do.

We display a communication and behaviour style that promotes a positive Council identity in connecting with residents, customers, colleagues and other stakeholders ensuring a partnership approach to delivering our vision. Always asking, "is what I am doing in the best interests of Swindon and its people?"

Resilient: We are forward thinking and work smart

We seek to identify where things can be improved, ensuring this learning is embedded, evaluated and built

upon through a strong approach to continuous organisational development.

Brave: We respect and work together with our colleagues and customers to achieve success

We act in an emotionally intelligent way, setting positive examples around accountability, risk and governance. This will be delivered through developing ourselves and our teams to achieve the highest possible levels of productivity and performance.