**Hospital Discharge Coordinator**

£19,940 per annum – plus a range of benefits

Full Time 37 hours per week (Mon-Fri flexible)

Location: Cheltenham General & Gloucestershire Royal Hospitals

Closing date: 9am 22nd July 2019

***Age UK Gloucestershire’s aim is to make our county the best place in the UK to grow old***

The Out of Hospital Service, a partnership between Age UK Gloucestershire and British Red Cross (BRC), has been commissioned by Gloucestershire Clinical Commissioning Group to deliver a service that supports the hospital discharge process. In addition, the OOH Service works to reduce the risk of readmission by building longer term confidence and resilience through deployment of our team of field-based Community Support Coordinators who provide support and advice to clients for up to four weeks following discharge.

The Out of Hospital Discharge Coordinator role therefore is a key member of the OOH team and a vital link within and across Gloucestershire’s major hospitals, including the opportunity to support and develop the discharge process across the community hospitals.

Reporting directly to the OOH Service Manager, you will be working closely with our partner BRC and other hospital-based teams (i.e. Onward Care, Therapists, Adult Social Care, ward staff and non-statutory partners) to identify older, medically stable patients who are at risk of a delayed discharge and who will engage and benefit from our OOH Service support.

You will build relationships and networks with key clinicians, hospital teams and partner agencies as well as meet patients, relatives and/or carers face-to-face, supporting their referral to the OOH team.

We are looking for candidates that:

* are resilient, self-motivated, can take initiative and work independently
* are articulate and able to communicate effectively with patients/clients, health and social care professionals and other partner agencies
* can identify an opportunity to innovate and improve existing systems and processes
* will thrive working in an operationally pressured environment
* have experience of working with and across statutory and non-statutory organisations

An induction programme and training in Age UK systems and processes will be provided along with participation in an ongoing development and support programme. For more information about what it’s like working for Age UK Gloucestershire – please see our Working for us leaflet on the website.

A successful candidate would have to complete an Enhanced DBS check before starting work and will need a full driving licence and access to a vehicle for work purposes.

**Job Description**

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| **Job Title** | **Discharge Coordinator** |
| **Team** | AUKG Out of Hospital Service |
| **Salary** | £19,940 p.a |

The purpose of the OOH Service Discharge Coordinator role is to support the hospital discharge process by working closely with hospital-based teams and partner agencies in identifying medically stable older people who would benefit from a referral to the OOH Service.

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| **PRINCIPLE TASKS** |
| * Facilitate, support and manage referrals from NHS Health and Social Care staff and promote the Out of Hospital Service across Hospitals throughout Gloucestershire. * Promoting and presenting the OOH Service to large & small groups i.e. hospital-based health and social care professionals, ward staff, multi-disciplinary teams and non-statutory partner agencies * Attend and provide input into scheduled OOH Service Heads of Service Review Group meetings * Solicit systematic feedback about the OOH Service from hospital-based teams/partners * Complete initial referral paperwork and identify key issues to Out of Hospital Service Admin Team * Liaise closely and regularly with the OOH Service Admin Team to validate referrals and ensure that this element of the discharge pathway continues to develop and work effectively and efficiently * Liaise with AUKG OOH Community Support Coordinators, particularly in the context of feedback around declined referrals * Produce relevant project data as directed by the Out of Hospital Manager * Represent AUKG and promote the Out of Hospital project at events, meetings as agreed with the Out of Hospital Manager. * Continually innovate and use initiative to support the principles and outcomes of the Out of Hospital project. |

**Person Specification**

Method of Assessment (MoA)

A: Application Form; I: Interview; T: Practical Test

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|  | **Essential** | **MoA** | **Desirable** | **MoA** |
| **Qualifications** | 5 GCSEs grades A-C, including English and Mathematics | A | Relevant health or social care qualification or experience | A |
| **Attitudes** | Professional and positive attitude to supporting older people | AI |  |  |
| **Skills** | Able to work as part of a team  Excellent communicator; ability to inform, persuade and influence  IT Literate; competent user of Office including Outlook, Word and Excel  (Powerpoint) Presentation skills  Excellent organisation and administration skills  Understanding of confidentiality and relevant legislation  Able to work/thrive in an operationally busy and pressurised environment | AI  AI  AI  T  AI  AI  AI | Ability to use own initiative  Using and maintaining  databases | AI  AI |
| **Experience** | Working in a Health or Social Care setting  Working with older people  Creating clinical correspondence  Working with other agencies (statutory and non-statutory) | AI  AI  AI  AI | Customer service  Experience of working in a hospital based setting | AI  AI |
| **Other** | Willing to undergo a DBS check  Full UK driver’s licence and access to a vehicle for work purposes | A  A |  |  |