

## Discharge Planning Assistant

### Job Description

**Title:** Discharge Planning Assistant  
**Band:** 4  
**Staff Group:** Discharge Services  
**Reports to:** Clinical Lead for Discharge Services

### Job Summary:

- Based on allocated wards and working as part of the Discharge Planning Team, supporting and educating ward staff with all processes relating to safe and timely discharge.
- Working as part of the MDT on the ward as Discharge Planner, planning discharges in conjunction with the ward MDT and community partners.
- Independently manage a cohort of patients not requiring complex clinical input with the express purpose of facilitating a timely and safe discharge from Portsmouth Hospitals University NHS Trust.
- Gather information from various sources, to support the assessment of patient needs and aid facilitation of discharge
- Responsible for maintaining written and electronic records for monitoring and audit purposes ensuring that the data produced is accurate and reflective.
- To support in the supervision and coordination of new recruits and junior members of the team when required.
- Participate as an active member of the MDT and work across organisation boundaries to provide a robust seven-day service.
- To work closely with the Integrated Discharge Service (IDS) Admin Team to ensure safe and timely discharges are reported as soon as possible to aid flow of information out to the Trust and updating daily statistics.

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### Key Responsibilities:

#### Service Delivery

- Work in partnership with the ward MDT to assess, plan and review patient care.
- Basic understanding of pathologies and long-term conditions and the implications this may have on patients' cognition, ability to consent, communicate, discharge and patients' quality of life.
- Good working knowledge of hospital and national discharge policies, boundaries and limitations and how this can impact on care planning in the hospital and thereafter in the community.
- Able to identify safeguarding concerns and escalate to a registered professional.

- Be proactive in helping set accurate Estimated Discharge Dates (EDD) ensuring this is reflected on Portsmouth Hospitals University NHS Trust computer systems.
- Provide support and information to ward staff on all aspects of discharge planning, including but not exclusively:
  - The referral processes.
  - Communication and liaison with other external partners and agencies.
  - Managing patients and families expectations within the discharge planning assistant remit.
  - Appropriate discharge arrangements including TTOs, transport etc. are booked to facilitate safe and timely discharges.
  - Appropriate onward short and long term care arrangements and basic financial implications.
  - Alternative routes to provision of care, including creative use of services and negotiations as such

### **Communication & Relationship**

- Build key working relationships with wider MDT especially social workers, physiotherapists, occupational therapists, pharmacists, palliative care, mental health and other external service providers or voluntary organisations.
- Communicate by means of face-to-face or online meetings, email, telephone, formal letters, meeting minutes and reports.
- Communicate effectively to share routine information with patients and their carers in a proactive approach to ensure they are actively involved in their discharge plans whilst showing a caring and professional approach. This may require acting with resilience to deal with sometimes distressed patients and relatives in an empathetic manner.
- Assess patient understanding of discharge plans, understand the variable levels of consent and gain valid informed consent and have the capacity to work with carers and the MDT where patients lack capacity to consent to discharge plans.
- Ensure awareness of principles of the Mental Capacity Act 2005 and escalate concerns to a registered professional where patients may lack capacity and require formal assessment.
- Ensure patient, relatives, carers and friends are always well informed by providing written and verbal non-clinical information, making them aware of next steps, expectations of them and signposting to further information.
- Manage conflicts around discharge planning on the ward whether it be with professionals or non-professionals and ensure full documentation of outcomes and reasoning.
- Deliver excellent levels of customer service to all patients, relatives, visitors, and staff at the Trust, so that a person-friendly culture is maintained.
- Proactively ensure you are aware of relevant organisational communications.

### **Analytics & Record Keeping**

- Ensure a high level accuracy and detailed record keeping on appropriate Trust wide systems to aid flow of communication.

- Ensure all areas of discharge planning is documented appropriately to enable review of patients pathway and decision making process.
- Apply the Data Protection Act in all circumstances, including manual and electronic record keeping and verbal and electronic communications.
- Assist in the collection of accurate and up to date information on patients whose discharge is delayed.

### **Planning & Organisation**

- Ensure cover of caseload for periods of absence in advance and provide comprehensive handover of plans.
- Liaise regularly with Senior Discharge Planner allocated to your wards regarding clinical and non clinical caseloads to ensure patients are being managed by the most appropriate member of staff.
- Liaise with the Clinical Lead and Senior Discharge Planners to ensure that work is neither overlooked nor duplicated, identifying and facilitating possible areas of process improvement & working practises for the benefit of the service.
- Suggest, influence and implement changes that contribute to enhance service delivery whilst also supporting top down operational proposals. This includes but not exclusive to changing / modifying processes and documentation on wards to aid staff to implement individualised safe and efficient discharge processes dependent on pathway. Assist with the provision of cover for colleagues absences. This may involve additional hours/shifts.

### **Knowledge & Skills**

- Provide support and guidance to new starters to successfully perform their roles through developing internal relationships across teams. Positively contributing to their overall efficiency & role performance in agreement with Senior Discharge Planners.
- Increase the level of knowledge & skills within the Trust through documenting key learning, identifying additional support services and supporting team members through advice and guidance to develop their professional abilities.
- Sharing of knowledge through engagement in report writing and reviewing, taking full responsibility for technical accuracy and reliability and being sensitive to the wider implications of that information.
- Understand the increasing complexities of the patient base post covid and the challenges this is posing to inpatient and community services as well as current legislation.

### **Teamwork**

- Develop an organisational culture that supports collaborative, flexible cross-team working among all staff groups and effective communications to ensure a focused commitment to delivering quality services and outcomes.
- Create strong effective partnerships and relations with internal and external stakeholders to support the implementation of government policies on Health.

- Engage with external clients/partners/stakeholders to gain their necessary level of contribution and commitment to the successful delivery of objectives and lead investigation into causes of variance.

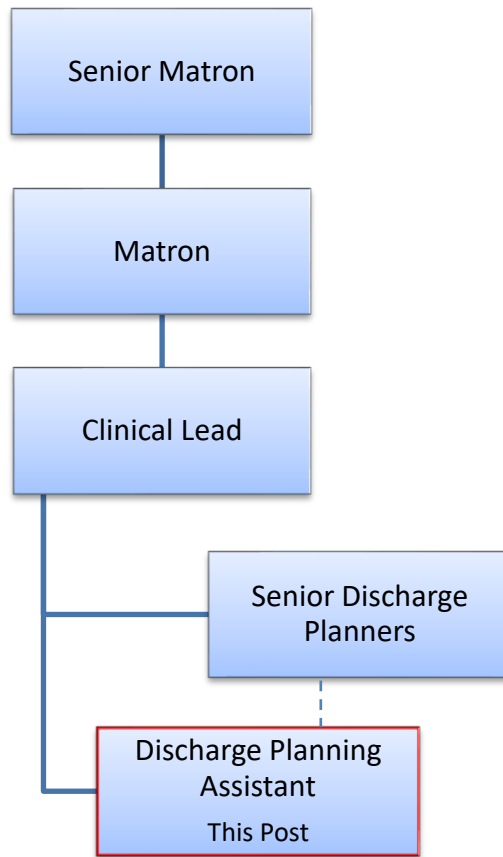
### **Training**

- Undertake and initiate appropriate personal training and education as necessary (including mandatory training) to ensure own personal and organisation needs are met.
- Take part in reflective practise to develop both personally and professionally to meet the constant changing demands of the job.
- Acting as a facilitator alongside seniors to deliver formal Trust and Departmental training sessions on Discharge Planning and Services to a range of professionals.

### **Procedural**

- In compliance with the Trusts practices and procedures associated with the control of infection, you are required to:
  - Adhere to Trust Infection Control Policies, assuring compliance with defined infection control standards at all times.
  - Conduct hand hygiene in accordance with Trust Policy, challenging those around you that do not.
  - Challenge poor practice that could lead to transmission of infection.
- Support the Trust values ensuring they are met within the Integrated Discharge Services (IDS) and act as an advocate in keeping with the principles and standards set out by the Trust & its contributions to Health services.
- Achieve a safe and secure working environment through day-to-day maintenance and security of the department, including liaison with Estates, Security and the Health & Safety officer as required.
- Perform any other duties as may be required and deemed appropriate to grade and post, and which will be subject to regular review in relation to changing government legislation and departmental policies and procedures.

### **Organisational Chart**



## Person Specification

### Qualifications

#### **Essential**

- Computer literacy and Keyboard Skills.
- Experience / Understanding of the healthcare setting.
- Educated to NVQ level 2 / 3, BTEC and knowledge about a range of Trust policies and management procedures
- Be able to learn and participate in Portsmouth Hospitals University NHS Trust computer systems.

#### **Desirable**

- Health care experience within a hospital setting.
- Experience in managing discharge planning processes.
- Care Certificate

### Skills and Knowledge

#### **Essential**

- Excellent communication skills, both orally and in writing, ability to liaise with staff on all levels and adapt communication styles to circumstance.
- Excellent organisational skills both individual and collective and attention to detail.
- Excellent interpersonal skills and proven ability to work in a team and individually.
- Time management skills and ability to prioritise own workload and work to deadlines.
- Ability to prioritise competing demands within a busy environment and be a pragmatic problem solver.
- Ability to gather and compile information for documentation and record keeping.
- Ability to adapt to an ever-changing environment.
- Skill in the use of computers, preferably in a PC windows based operating environment and electronic patient administration systems.
- Ability to effectively lead within the discharge planning remit.
- Ability to use own initiative to make decisions and judgements, but equally understand when escalation is required.
- Ability to ascertain available services within the community.
- Understanding of the critical importance of confidentiality.

#### **Desirable**

- Working knowledge of associated external agencies.
- Previous experience working within a cross-functional team.
- Understanding of how complex organisations work
- Ability to train others.
- Evidence of decision making.

## **Personal Qualities**

### **Essential**

- Team player.
- Personable character with strong interpersonal skills.
- Effective verbal and written communication skills.
- Responsive and flexible attitude and approach.
- Good work ethos and willingness to work flexible hours where necessary.
- Ability to solve problems quickly and efficiently with minimal impact on the service.
- Proactive support and use of initiative.

## **Trust Values**

### **Working Together for Patients with Compassion as One Team Always Improving**

**Strategic approach** (clarity on objectives, clear on expectations)

**Relationship building** (communicate effectively, be open and willing to help, courtesy, nurtures partnerships)

**Personal credibility** (visibility, approachable, back bone, courage, resilience, confidence, role model, challenge bad behaviour, manage poor performance, act with honesty and integrity)

**Passion to succeed** (patient centred, positive attitude, take action, take pride, take responsibility, aspire for excellence)

**Harness performance through teams** (champion positive change, develop staff, create a culture without fear of retribution, actively listen and value contribution, feedback and empower staff, respect diversity)

Job holders are required to act in such a way that at all times the health and well being of children and vulnerable adults is safeguarded. Familiarisation with and adherence to the Safeguarding Policies of the Trust is an essential requirement for all employees. In addition, all staff are expected to complete essential/mandatory training in this area.

**Print Name:**

**Date:**

**Signature:**