**Job Description**

| | Job Information | |
|---|---|---|
| | **Job Title:** | Case Manager |
| | **Directorate / Service:** | Corporate Nursing |
| | **AfC Band:** | Band 6 |
| | **Accountable to:** | Hospital Case Management Team Leader |
| | **Reports to:** | Case Management Leads |
| | **Base Location:** | LUHFT sites |
| | **AFC Job Code:** | AS.PS.R0012a |
| | **ESR Position Number:** | |

| Job Summary |
|---|
| • To work within the multi disciplinary/ multi agency team to ensure that the patient is cared for within the most appropriate level of care throughout the patient journey. This will be achieved by using evidence based clinical admission/ discharge criteria as a case management tool to designate the appropriate level of care and follow up service that a patient requires to facilitate patient discharge. |
| The post holder will provide focussed support to patients, carers and staff covering all strands of the admission and discharge process for patients admitted to LUHFT beds. |

| Key responsibilities |
|---|
| • To review all allocated patients regarding the necessity to stay in hospital against clinical discharge criteria on a daily basis. |
| • Identify barriers or gaps for delays to treatment or discharge. |
| • Demonstrate a knowledge of NICE, Map of medicine guidelines specific to the speciality the patient is assigned to |
| • Identify delays in diagnostics or treatment |
| •  Use utilisation management system software package to record patient information, compliance with treatment and any variances to that plan |
| • To analyse data and information to produce reports of patient flow |
| • Make presentations as necessary on relevant topic areas. |
| • Work closely with Consultants, nurses, AHPs' around management plans to consider alternative methods and venues for completing interventions out of hospital where this would be clinically appropriate whilst also minimising length of stay |
| • Resolve issues that are preventing patients who do not clinically require |

to be in an acute hospital bed
- To work with the ward staff, ward managers and Matrons to support them in their role of discharge planning and reducing length of stay. .
- To liaise with external agencies regarding admission and transfer procedures
- To participate in the daily medical and surgical patient flow meetings and provide an overview of the current situation re: patient flow.
- To develop protocols as necessary and as required to support the pull of patients across the Trust
- To identify any outliers and engage with the patient Flow Coordinators to ensure timely move back to the appropriate area.

Liaise closely with relatives and carers ensuring early intervention regarding discharge planning arrangements

## Clinical Governance / Quality

To participate in the development of standards of practice that reflect safe patient flow across the division
- To support the Divisions in the development and operation of relevant protocols to enable strong clinical governance frameworks are evident
  To work to all protocols as required and as relevant to practice

## Education and training development

- Train staff as necessary in relevant knowledge area.
- Maintain own professional development and practice through a system of appraisal and Personal Development Plan.

Assess and identify
- With the support of managers develop an equality and diversity objective through the personal development review process.
- own development needs, taking an active part in the review of their own work.
- Ensure that all annual mandatory training is completed and other relevant courses are attended in line with Trust and local policies.

Participate in local induction programmes for new staff as required

## Equality and Diversity

It is the responsibility of every member of staff to understand our equality and diversity commitments and statutory obligations under current equality legislation (the Equality Act 2010) and to:

Act in ways that support equality and diversity and recognises the importance of people's rights in accordance with legislation, policies, procedures and good practice.

Valuing people as individuals and treating everyone with dignity and respect, consideration and without prejudice, respecting diversity and recognising peoples expressed beliefs, preferences and choices in working with others and delivering appropriate services.

- Recognise and report behaviour that undermines equality under Trust policy.

- Be consciously aware of own behaviour and encourage the same levels of behaviour in colleagues.

- Acknowledge others' different perspectives and recognise the diverse needs and experiences of everyone they come into contact with.

- With the support of managers develop an equality and diversity objective through the personal development review process.

## Values and Behaviours

### We are Caring

We treat people equitably and value their different experiences.

We know we are doing this when:

- We value everyone for their unique contribution to our Trust whatever their diverse        backgrounds
- We are kind, always showing compassion
- We praise good effort and good results, always showing appreciation

### We are Fair

We are good role models (to each other and the public we serve), being accountable for what we do and how we behave.

We know we are doing this when:

- We are confident in presenting new ideas – we speak up and we support our colleagues to do the same, particularly those colleagues from diverse backgrounds
- We are open and honest
- We learn from mistakes, aiming to get things right first time, exploring new ideas when we can

### We Are Innovative

We work as one team to deliver, improve and transform care through continuous improvement.

We know we are doing this when:

- We are professional, always seeking to do the right thing
- We create and share knowledge with patients, each other and our professional communities
- We continuously strive to make things better and to pioneer new ways of doing things

### Infection Prevention & Control

All staff will adhere to infection control policies and procedures at all times and carry out role specific duties as per roles and responsibilities.

### Confidentiality

Confidentiality/Data Protection regarding all personal information and Trust activity must be maintained at all times (both in and out of working hours). All staff should ensure that they are familiar with and adhere to all Trust privacy, confidentiality and security policies and procedures. Any breach of confidentiality will be taken seriously and appropriate disciplinary action taken.

### Freedom of Information

In accordance with Freedom of Information and other associated legislation, the Trust may be required to make public recorded information available upon a request, or do this as part of a publication scheme. Please note, that in your public role, your name or job role may be contained in a document that is published in accordance with such legislation.

### Health and Safety

All employees have a duty to take reasonable care to avoid injury to themselves or to others and to co-operate with the Trust in meeting its statutory requirements.

### Safeguarding Children and Vulnerable Adults

All trust employees are required to act in such a way that at all times safeguards the health and well being of children and vulnerable adults. Familiarisation with and adherence to trust Safeguarding policies is an essential requirement of all employees, as is participation in related mandatory/statutory training.

### IT Skills

All staff are expected to have or to gain a minimum of basic level IT skills to enable them to use the Trust IT systems to support Trust services and needs. All staff should be familiar with relevant IT systems and security policies and procedures.

### Records Management

All staff are personally responsible for record keeping. A record is anything that contains information in any medium e.g. paper, tapes, computer information, etc. which have been created or gathered as a result of any NHS activity. All individuals within the Trust are responsible for any records they create or use. Please ensure that records are retained in accordance with the Records Management Policy and are stored in a manner that allows them to be easily located in the event of a

Freedom of Information (FOI) request.

### Information Quality

All staff must ensure complete and accurate data is collected to the highest standard at all times. Data collection should be supported by adequate documentation and processes should be regularly reviewed. Staff should ensure that processes conform to national standards and are fit for purpose.  All staff should comply with the Information Quality Policy.

### Professional Responsibility

As per policy

### Clinical Responsibility

Provides specialist advice on patient flow

### Administration Responsibility

n/a

### Research

. To ensure that the Divisional escalation plan is
monitored and adhered to on a daily basis.

### Strategic role

N/A

### HR Management

Develop and provide training necessary to
divisional staff to help them manage the flow of patients

within their specialty area.

### Financial Responsibility

To ensure there is system in place in the Division
to respond to Section 5 requests to enable patients to be
monitored and cross charging requests made corporately

where necessary.

### Change of Job Description

The duties outlined above are not intended to be exhaustive and may change as the needs of the department alter in line with current agendas.  This job description will be subject to periodic review and amendment in accordance with the needs of the Trust.

**Person Specification**

| | Job Title: | Case Manager | | | |
|---|---|---|---|---|---|
| | **AfC Band:** | AS.PS.R0012a | **AfC Job Code:** | 6 | |

| **Person Specification** | | | | |
|---|---|---|---|---|
| | **Qualifications** | **Essential** | **Desirable** | **Assessment** |
| 1 | RGN | E | | |
| 2 | ECDL | E | | |
| | **Experience** | **Essential** | **Desirable** | **Assessment** |
| 3 | Demonstrable relevant NHS experience linked to how patients flow through the organisation | E | | |
| 4 | Clinically relevant experience in the assigned specialities | E | | |
| 5 | Proven success in challenging Consultants, Nurses, AHPs | E | | |
| 6 | To have a flexible approach to work ensuring minimum levels of service provision are maintained | E | | |
| | **Knowledge** | **Essential** | **Desirable** | **Assessment** |
| 7 | Knowledge of iPM | E | | |
| 8 | Managing and interpreting data | E | | |
| 9 | To develop reports, protocols and policies | E | | |
| 10 | Ability to manage competing and at times conflicting demands | E | | |
| 11 | High level of organisational skills | E | | |
| | **Skills** | **Essential** | **Desirable** | **Assessment** |
| 12 | Ability to work as a team and autonomously | E | | |
| 13 | Ability to prioritise workload | E | | |
| 14 | To have highly developed interpersonal skills | | | |
| 15 | To be able to communicate in an effective and persuasive manner at all | E | | |

| | | Essential | Desirable | Assessment |
|---|---|---|---|---|
| | times even under pressure. | | | |
| 16 | Presentational skills. | E | | |
| 17 | To be able to challenge current practice whilst maintaining relationships | E | | |
| 18 | Ability to record information verbal and written accurately | E | | |
| | **Other** | **Essential** | **Desirable** | **Assessment** |
| 19 | Understanding of national and local key performance indicators | E | | |
| 20 | Ability to use the Microsoft office software package | E | | |
| 21 | Understanding of patient flow at Divisional and Trust level | E | | |
| 22 | To manage complex and conflicting information | E | | |