

# Job Description

<b>Job title</b>	Patient Key Workers
<b>Grade</b>	Band 3
<b>Reports to</b>	Complex Discharge Team
<b>Accountable to</b>	Complex Discharge Team
<b>Directorate</b>	Operations
<b>Department</b>	Discharge Team

## **JOB PURPOSE**

The Patient Key Worker role will primarily focus on providing a smooth discharge plan for each patient. The primary function of this role is to ensure patients and relatives are aware of the plan both in terms of interventions and expectations on discharge. Also, to highlight to all concerned, any problems that may become apparent that could affect a delay in discharge.

The post holder will facilitate the discharge pathway from admission, liaise with the wider multi-disciplinary team to ensure timely interventions are addressed along said pathway, and provide daily update to the ward sister and discharge team.

The post holder will also act as a conduit between the ward-based team and the discharge teams and in doing so will provide an extension of the discharge team based within the ward environment. The post holder will also be expected to liaise and work alongside the ward teams and Complex Discharge team, to assist and support the patients journey through the organisation ensuring good communication with patients and families.

## **Duties will include:**

- To ensure quality care and support service which enables patients to be supported throughout their care pathway whilst promoting independence and protecting choice, dignity, privacy, and safety.
- To work in support of qualified staff and allied health care professionals in the assessment, planning, implementing and evaluation of the discharge pathways in conjunction with the discharge team.
- To assist the wider MDT in facilitating a safe and timely transfer out of the hospital environment for all ward patients.
- To ensure early conversations are initiated with the patient, /carer to ensure the following:
- Patient and/or carer is aware of the expected date of discharge and is kept informed when this changes.
- Identifying and escalating any barriers to the patient returning home/ care home on the expected date of discharge.
- Liaise with care agencies/ care homes to clarify what the patients' needs and capabilities were prior to admission.
- To support with the patients and families expectations about discharge destinations within the capability of partner agencies.
- Attend length of stay meetings with ward sisters, ensure the weekly delay list is coded accordingly by liaising with MDT.
- Initiate paperwork for CHC checklists under supervision of trained nurses.
- Early Identification of blister pack (TTOs) requirement and flag to ward pharmacist.
- Document verbal instructions and discussions in regard to patient discharge pathway
- Seek advice from discharge team at earliest opportunity if a complex need is identified.
- Any other requirements deemed appropriate by ward sister commensurate to grade.
- To communicate effectively at all times within the team, other health care professionals and with the patient family, carers/visitors.
- Ensure high standards are maintained in a safe environment, which promotes equality and sensitivity for all individuals.
- Ability to prioritise workload daily and adapt as needed.

**FREEDOM TO ACT**

1

**DIMENSIONS**



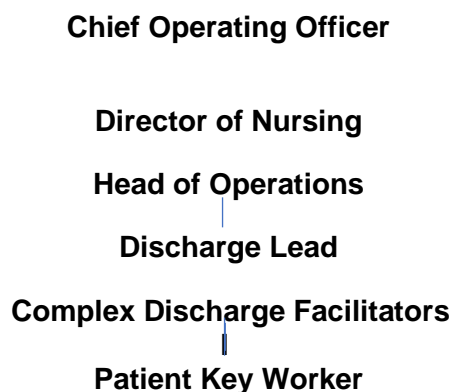


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- The post holder will assist with all aspects of early discharge planning and participate with MDT to ensure seamless transfer from acute hospital to appropriate destination.
- Work with the Multidisciplinary team to provide patient focused care.  
This will require the deployment of communication, interpersonal and practical competency skills.

## 2 ORGANISATION CHART



## 3 COMMUNICATION AND WORKING RELATIONSHIPS

- Facilitate the building of therapeutic relationships with patients, carers and other health professionals to support patients and carers through the various phases of discharge planning.
- Adopt the most appropriate patient focused communication and recognise communication barriers (patients with communication impairment, deafness or other sensory impairment, or where English is not the first language)
- Ensure method and manner of providing and receiving information is most appropriate to reduce communication barriers, hence supporting patients, carers and relatives where functional achievement may not meet expectations.
- Ability to communicate effectively within a multidisciplinary team, and with patients, family/carers in a calm, sensitive manner.
- Communicate complex information regarding discharge planning to health care professionals and patients, family / carers
- Assist in the promotion of an open, welcoming, person-centred culture for patients, relatives/carers and colleagues.
- Refer relative's and visitors' enquiries to appropriate team members so that information given is up to date, timely and consistent and where appropriate sign post patients to Patient Advice and Liaison Services and charities as required.

## 4 KEY RESULT AREAS

### Responsibility for Patients

- **Person-Centred Care**
- To fully participate in the inter-professional evaluation of care, to ensure patients meet their ongoing health & wellbeing needs, focusing on safe and effective discharge/transfer out of the acute hospital
- Adhere to Trust and service guidelines regarding the moving, handling and positioning of patients as laid down in mandatory training sessions, to ensure the safety of self, patients, carers and colleagues.
- Demonstrate understanding and practice of optimum Infection Control practice as laid down in training sessions, to ensure safety of patients and colleagues.



- Maintain accurate and timely records of care using appropriate documentation/ electronic devices according to local and Trust standards.

- **Record keeping**

- To report accidents, incidents or complaints following trust procedures and policies, and to comply with the most recent health and safety at work act.
- Ensure patient confidentiality at all times.
- To be able to use IT systems effectively to produce patient individualised documents, to include instruction or prompt sheets, checklists and programmes, in a professional and appropriate communication style.

- **Team working**

- Always undertake duties acting as a role model.
- Maintain strong working relationships with all members of the team and individuals that contribute to patient care, in order that the best quality of care can be delivered. · Organise and manage own caseload, ensuring effective communication with team members, as agreed, to meet the capacity of the team caseload at any time.
- Take part in team reflection and investigation of complaints and Adverse Risk Incidents as directed by the team leader to ensure that lessons are learned from mistakes and that team working is enhanced.
- Undertake delegated tasks, with or without direct supervision, according to level of skill identified with the registered practitioner.
- Resources and property
- Respect property, equipment and other assets both of trust and report losses or damage immediately to ensure that appropriate action can be taken without delay.
- Recognise faulty equipment and undertake necessary actions.
- Monitor supplies and report low levels to senior members of team to enable timely reordering. · Under guidance of team members be involved in the supply, fitting, return & documentation relating to appropriate equipment.
- Personal Development
- Identify own education needs through regular supervision and reflective practice supported by annual appraisal.
- Maintain personal and professional development as identified in your performance review to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff development and training.
- Undertake training and development as agreed in the personal development plan and also in line with the requirements of the discharge team
- Develop own knowledge and skills within speciality in order to provide information to others to support their understanding

## 5 **ENVIRONMENT AND EFFORT**

### **Physical Effort**

- Moderate physical activity is required regularly on every shift, this includes:
- Frequent use of lifting and transfer aids as appropriate
- Moving/transferring patients from trolley to chair and trolley to trolley/bed.

### **Mental Effort**

- Concentration is required when undertaking individual discharge planning as part of the wider MDT

### **Emotional Effort**

- Direct exposure to confused and anxious patients.
- Deal with very anxious patients/relatives/carers on a day-to-day basis.
- Some patients and families with difficult discharge needs have challenging behaviour or may have experienced some form of family breakdown that proves difficult when imparting news

## Working Conditions

- Frequent exposure to smell, noise, verbal/physical aggression, body fluids, foul linen, and infectious diseases.

### **6 OCCUPATIONAL HEALTH HAZARD EXPOSURE ASSOCIATED TO THE POST** (Please tick as appropriate)

Patient contact	<input type="checkbox"/>	II Lone working II	<input type="checkbox"/>	Working in isolation	<input type="checkbox"/>
Passenger / Client Transport	<input type="checkbox"/>	Exposure prone procedures	<input type="checkbox"/>	Patient Handling	<input type="checkbox"/>
Strenuous Physical Activity	<input type="checkbox"/>	DSE user (defined in DSE Regs)	<input type="checkbox"/>	Confined Spaces	<input type="checkbox"/>
Night working	<input type="checkbox"/>	Food Handling / Preparation	<input type="checkbox"/>	Working at heights	<input type="checkbox"/>
Working with vibratory tools	<input type="checkbox"/>	Noisy Environment Working	<input type="checkbox"/>	Safety Critical Work	<input type="checkbox"/>

Working with respiratory irritants (including latex)	<input type="checkbox"/>	Please specify Gloves
Working with substances hazardous to health	<input type="checkbox"/>	Please specify COSHH
Other	<input type="checkbox"/>	Please specify

## **7 HEALTH AND SAFETY**

Under the Health and Safety at Work Act 1974, as an employee, you must take reasonable care for the health and safety of yourself and for other persons who may be affected by your acts or omissions at work. The Act also states that you must not intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare.

You are also required to make yourself aware of the trusts health and safety policies and to report any accidents/incidents.

## **8 EQUAL OPPORTUNITIES**

Dorset County Hospital NHS Foundation Trust is committed to the development of positive policies to promote equal opportunity in employment. All employees have a responsibility to ensure that they understand the standards expected and that they promote and adhere to the equal opportunity measures adopted by the Trust.



Respect  
Integrity  
Teamwork  
Excellence

## 9 **CONFIDENTIALITY**



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Confidential and personal information related to staff and Dorset County Hospital NHS Foundation Trust must not be disclosed within or outside the place of work, except in the proper discharge of duties.

### PERSON SPECIFICATION

**POST: Patient Discharge Support Worker (BAND 3)**

### MEDICAL WARD

CATEGORY	CRITERIA	Score per criteria	HOW ASSESSED THROUGH SELECTION PROCESS
<b>EDUCATION, QUALIFICATIONS &amp; TRAINING</b>	<ul style="list-style-type: none"> <li>NVQ 2/3 in a relevant subject</li> </ul>	3 2	
<b>E, Q &amp; T total score:</b>			
<b>KNOWLEDGE &amp; EXPERIENCE</b>	<ul style="list-style-type: none"> <li>Understanding of the role of a Patient Key Worker</li> <li>Experience/understanding of ward-based care.</li> </ul>	3 3	Application form and questions at interview.
<b>K &amp; E Total Score</b>			

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	<p>Evidence of good communication skills.</p> <p>Demonstrate an understanding of confidentiality</p> <p>Evidence of ability to maintain accurate and legible documentation</p> <p>Ability to work as part of a team</p> <p>Evidence of ability to maintain effective working relationships with colleagues, patients and visitors.</p> <p>The ability to work autonomously using initiative and escalating appropriately.</p> <p>The ability to take direction from both the ward and discharge team so as to work proactively in facilitating a safe transition plan for individual patients.</p>	<p>3</p> <p>3</p> <p>3</p> <p>2</p> <p>2</p> <p>3</p> <p>3</p>	<p>Applicant must answer questions at interview and/or test.</p>
<b>S &amp; A Total Score</b>			
<b>Total shortlisting score:</b>			

## Scoring

Criteria in each section are weighted in order of importance 3 – 1, with 3 being the most important SHORTLISTING CRITERIA.

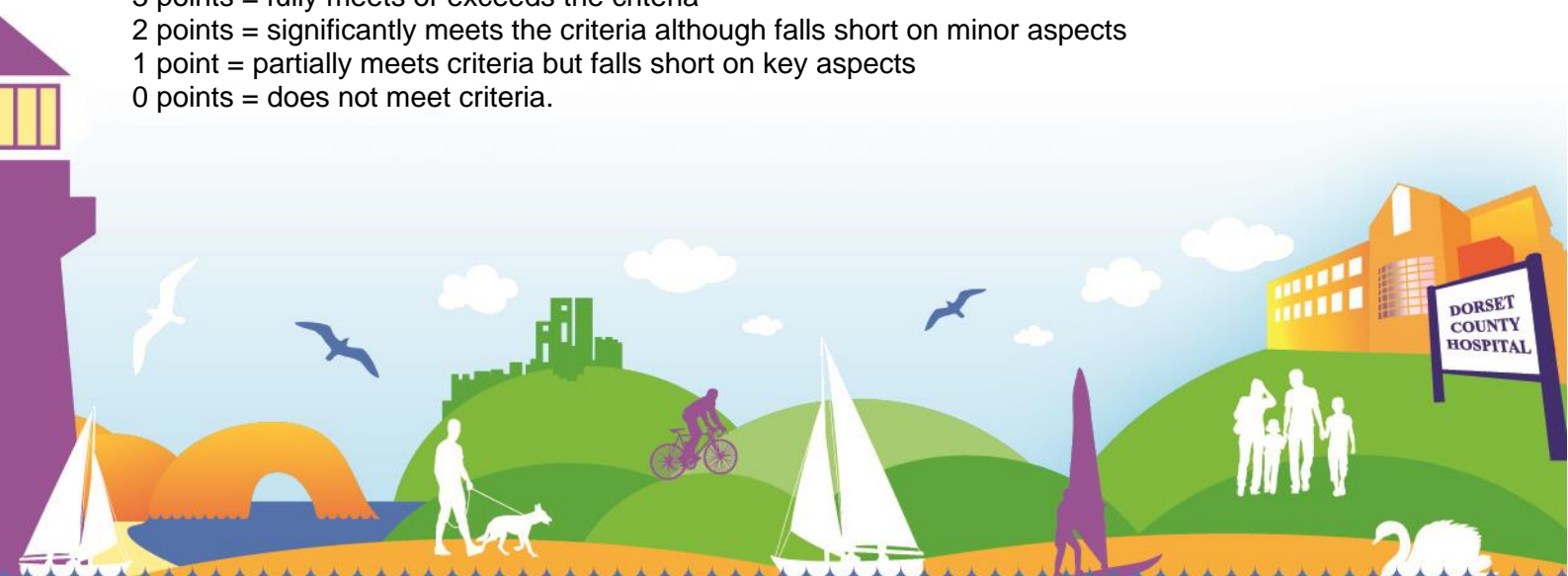
Each candidate will be scored against the person specification as follows:

3 points = fully meets or exceeds the criteria

2 points = significantly meets the criteria although falls short on minor aspects

1 point = partially meets criteria but falls short on key aspects

0 points = does not meet criteria.



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