

JOB DESCRIPTION

CARDIFF AND VALE UNIVERSITY HEALTH BOARD

09665

JOB DETAILS

Job Title:	Patient Flow Manager
Pay Band:	Band 7
Department:	MHSOP Directorate Management
Directorate:	Mental Health Services for Older People
Clinical Board:	Mental Health Clinical Board
Base:	University Hospital Llandough

ORGANISATIONAL ARRANGEMENTS

Managerially Accountable to:	Directorate Manager
Reports to:	Directorate Manager
Professionally Responsible to:	Professional Lead

Our Values: 'CARING FOR PEOPLE; KEEPING PEOPLE WELL'

Cardiff and Vale University Health Board has an important job to do. What we do matters because it's our job to care for people and keep them well. We all want to do this to the best of our abilities – but we know that good intentions are not always enough.

At Cardiff and Vale University Health Board our values and example behaviours are:

We care about the people we serve and the people we work with	Treat people as you would like to be treated and always with compassion
We trust and respect one another	Look for feedback from others on how you are doing and strive for better ways of doing things
We take personal responsibility	Be enthusiastic and take responsibility for what you do.
We treat people with kindness	Thank people, celebrate success and when things go wrong ask 'what can I learn'?
We act with integrity	Never let structures get in the way of doing the right thing .

Our values guide the way we work and the way we behave with others. Post holders will be expected at all times to behave in accordance with our values demonstrating commitment to the delivery of high quality services to patients.

JOB SUMMARY/JOB PURPOSE

The post holder will take a lead in managing the patient-focussed management of patient admissions and discharges, eliminating barriers to timely transfer of care and facilitating flow through the local system, ensuring regular and timely interactions with teams and organisations, both in the inpatient and community sectors. The post holder will work with colleagues in the directorate and other partner organisations to develop clear pathways of care for older people with mental health needs.

DUTIES AND RESPONSIBILITIES

1. Work collaboratively with Discharge Liaison Nurses who support the wards with facilitating the discharge process.
2. Work collaboratively with partnership organisations and ensure regular, timely and effective communication between services.
3. Linking closely with the ward teams to ensure admission processes and discharge planning are consistent across 7 days.
4. Developing and communicating clear pathways of care for patients with varying needs and dependencies.
5. Working with local teams to develop of systems and processes that will support patient flow.
6. The post holder will demonstrate a high level of expertise in this field providing advice, education and support to health care professionals and patients
7. The post holder will be responsible for contributing to the on-going development of clinical practice, research and standards of care within the service, as well as policies, protocols, guidelines and service developments.
8. They will work with ward and community teams who have identified patients suitable for admission or discharge, working closely with a range of multidisciplinary staff to facilitate smooth transition to or from home or other places of care, with the aim to avoid re-admission or placement breakdown.
9. Link between the CCCT and the directorate, representing the directorate at meetings and advising those outside of the directorate on the patient flow processes within the service.

10. To ensure the safety and well-being of service users, and always work in a manner that promotes dignity and human rights through the adoption of person-centred care principles
11. Line Management of staff working within the Patient Flow team.
12. Hold a delegated budget for the Patient Flow Team.
13. Act in accordance with your Professional bodies Conduct and Scope of Professional Practice and be accountable for his/her actions at all times.
14. Maintain up-to-date records. Ensuring that confidentiality is respected and that the standards for record keeping are met.
15. To oversee weekly MDT board rounds, ensuring they are person centred and run safely, effectively and efficiently.
16. To gather and critically analyse data in order understand recurring themes which may result in delay in discharges.

CLINICAL PRACTICE

1. To work autonomously, with responsibility for coordinating the patient flow process across the directorate.
2. Take the lead role for the directorate in developing clinical standards, protocols, policies and procedures for transfers of care between acute and community providers
3. To sensitively challenge conventional thinking and cultural ways of working that contribute to delays and barriers to the patient flow process.
4. Responsible for providing regular accurate information relating to forecasted and anticipatory patient transfers / discharges to relevant colleagues and Clinical Board / UHB Management.
5. Attend and represent the directorate in meetings relating to patient flow, e.g. the UHB Delayed Transfers of Care meetings.
6. Take a lead role in supporting colleagues on the wards to maintain flow between the acute and community hospitals and across the whole system through promotion of safe, timely discharges closer to home, to reduce the detrimental outcomes associated with a prolonged acute hospital length of stay

7. Ensure that patients receive high quality care during transfer between services and a good patient experience, having regard for their social circumstances, customs, religious beliefs and doctrines.
8. Recognise and avoid situations that may be detrimental to the health and wellbeing of the individuals.
9. Establish, develop and maintain effective working relationship between clinicians, practitioners and managers within the directorate
10. Actively participate in local, national and international networking to maintain and develop expert level of knowledge.
11. Work with directorate to develop and evaluate assessment tools that will ensure an appropriate level of Therapy / Nursing intervention so that patients who present with the most complex needs receive the most appropriate specialist care.
12. Attend and participate in relevant multi-disciplinary team meetings

MANAGEMENT AND SUPERVISION

1. Carry out Values Based appraisals and the setting of objectives for junior staff in the team.
2. Participate in the induction programmes for new ward staff to ensure admission and discharge processes and tasks associated with these are clearly understood
3. Provide a leadership role model and demonstrate expert knowledge and high standards of clinical practice.
4. Maintain accurate records of the clinical service and ensuring that confidentiality of information is adhered to.
5. Organise own work and manage own caseload and practice, identifying and maintaining supportive networks for self and other staff members.
6. Provide and present monthly activity report
7. Provide cover for Senior Nurse colleagues as appropriate
8. Provide specialist education to members of the directorate, which facilitates learning and individual personal development.
9. Implement and work within the organisation's Workforce and HR policies on all staffing matters

CAJE Reference:
RWM/2021/0227

10. Participate in the recruitment process
11. Participate in the Clinical Board investigations process, including Investigating Officer role, completing Serious Incident reviews and fact finding exercises

GENERAL

- **Performance Reviews/Performance Obligation:** The post holder will be expected to participate in the UHB individual performance review process, and as part of this process to agree an annual Personal Development Plan with clear objectives and identified organisational support.
- **Competence:** At no time should the post holder work outside their defined level of competence. If the post holder has concerns regarding this, they should immediately discuss them with their manager. All staff have a responsibility to inform those supervising their duties if they are not competent to perform a duty.
- **Confidentiality:** In line with the Data Protection legislation and the Caldicott Principles of Confidentiality, the post holder will be expected to maintain confidentiality in relation to personal and patient information including clinical and non-clinical records, as outlined in the contract of employment. This legal duty of confidentiality continues to apply after an employee has left the UHB. The post holder may access information only on a need to know basis in the direct discharge of duties and divulge information only in the proper course of duties.
- **Records Management:** The post holder has a legal responsibility to create, maintain, store and destroy records and other UHB information handled as part of their work within the UHB in line with operating procedures and training. This includes all records relating to patient health, financial, personal and administrative, whether paper based or on computer. The post holder has a duty to maintain the highest levels of data quality for all records through accurate and comprehensive recording across the entire range of media they might use. All staff have a responsibility to consult their manager if they have any doubts about the correct management of records with which they work.
- **Information Governance:** The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will, in many cases, include access to personal information relating to service users.
- **Health & Safety:** The post holder is required to co-operate with the UHB to ensure health and safety duties and requirements are complied with. It is the post holder's personal responsibility to conform to procedures, rules and codes of practice; and to use properly and conscientiously all safety equipment, devices, protective clothing and equipment which is fitted or made available, and to attend training courses as required. All staff have a responsibility to access Occupational Health and other support in times of need and advice.
- **Risk Management:** The UHB is committed to protecting its staff, patients, assets and reputation through an effective risk management process. The post holder will be required to comply with the UHB Health and Safety Policy and actively

participate in this process, having responsibility for managing risks and reporting exceptions.

- **Safeguarding Children and Adults:** The UHB is committed to safeguarding children and adults therefore all staff must attend the Safeguarding Children and Adults training.
- **Infection Control:** The UHB is committed to meet its obligations to minimise infection. All staff are responsible for protecting and safeguarding patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of and complying with the UHB Infection, Prevention and Control procedures/policies, not to tolerate non-compliance by colleagues, and to attend training in infection control provided by the UHB.
- **Registered Health Professionals:** All employees who are required to register with a professional body to enable them to practice within their profession are required to comply with their code of conduct and requirements of their professional registration.
- **Healthcare Support Workers:** The All Wales Health Care Support Worker (HCSW) Code of Conduct outlines the standards of conduct, behaviour and attitude required of all Healthcare Support Workers employed in NHS Wales. Healthcare Support are responsible, and have a duty of care, to ensure their conduct does not fall below the standards detailed in the Code and that no act or omission on their part harms the safety and wellbeing of service users and the public, whilst in their care.
- **Health Improvement:** all staff have a responsibility to promote health and act as an advocate for health promotion and prevention
- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all UHB sites including buildings and grounds are smoke-free. Staff are encouraged to promote and actively support our No Smoking Policy. Advice and support on quitting smoking is available for all staff and patients. A hospital based service can be accessed by telephoning 02920 743582 or for a community based service, Stop Smoking Wales can be contacted on 0800 0852219
- **Equality and Diversity:** All staff have a personal responsibility under the Equality Act 2010 to ensure they do not discriminate, harass, or bully or contribute to the discrimination, harassment or bullying of any colleague(s) or visitors or condone discrimination or bullying because of someone's 'protected characteristics'. These protected characteristics are: age, religion, sexual orientation, belief or non-belief, sex, disability, race, gender identity, pregnancy and maternity, marriage and civil partnerships. The line manager and post holder will be responsible for promoting diversity and equity of opportunity across all areas of your work. This

applies to service delivery as an employee and for anyone who you may be working with, whether they are patients, family/carer, visitors or colleague. You will be made aware of your responsibilities to uphold organisational policies and principles on the promotion of equality valuing diversity and respecting people's human rights as part of your everyday practice.

- **Dignity at Work:** The UHB condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report and form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the UHB Disciplinary Policy.
- **Welsh Language:** All employees must perform their duties in strict compliance with the requirements of the current UHB Welsh Language Scheme and take every opportunity to promote the Welsh language in their dealings with the public. The UHB also encourages employees to use their available Welsh language skills
- **Job Description:** This job description is not inflexible but is an outline and account of the main duties. Any changes will be discussed fully with the post holder in advance. The job description will be reviewed periodically to take into account changes and developments in service requirements.

Date Prepared: 5.8.21

Prepared By: Jo Wilson

Date Reviewed:

Reviewed By:

PERSON SPECIFICATION CARDIFF AND VALE UNIVERSITY HEALTH BOARD

Job Title:	Patient Flow Manager	Department:	MHSOP
Band:	7	Clinical Board:	Mental Health
Base:	UHL		

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
QUALIFICATIONS	To have a Masters degree or equivalent.		Application Form Certificate Check Registration Card – Nurse/AHP
EXPERIENCE	<p>Experience of working autonomously at an advanced level within relevant services</p> <p>Experience of working with older adults in a mental health setting at senior level</p> <p>Experience of working in a high paced/high pressured environment.</p> <p>Proven evidence of advanced organisational/leadership skills and autonomous practice.</p> <p>Experience of delivering change management both personally and as a facilitator</p> <p>Experience of supervising others and leading a small team</p>	Experience of working with older adults in a mental health setting	Application Form Interview References

<p>SKILLS</p>	<p>Excellent risk assessment and clinical reasoning skills.</p> <p>Proven listening/counselling skills with the ability to manage complex situation and appropriately deliver sensitive and difficult outcomes.</p> <p>Ability to clinically lead and influence staff.</p> <p>Supervision/line management skills.</p> <p>Excellent verbal, written, interpersonal, communication skills</p>		<p>Application Form Interview References</p>
<p>SPECIAL KNOWLEDGE</p>	<p>Up to date knowledge or current clinical and professional issues (incl. long term, complex or other conditions encompassing the care of older people).</p>		<p>Application Form Interview References</p>
<p>PERSONAL QUALITIES <i>(Demonstrable)</i></p>	<p>Time management and organisational skills</p> <p>Ability to conduct and evaluate own projects successfully</p> <p>IT Skills</p>		<p>Application Form Interview References</p>
<p>OTHER <i>(Please Specify)</i></p>	<p>Be enthusiastic and self-motivating.</p> <p>Be able to work well under pressure, manage conflicting priorities, and be flexible to adapt role to meet service needs.</p>		<p>Interview Document Check*</p>

CAJE Reference:
RWM/2021/0227

	Have a problem-solving approach		
	Be able to use initiative and own judgement to resolve complex issues.		

Date Prepared:		Prepared By:	
Date Reviewed:		Reviewed By:	