



JOB DESCRIPTION

Job Title: Discharge Support Officer (DSO)

Responsible to: Team Leader, Discharge Support Service

Operationally reporting to: Designated Health Lead - Integrated Discharge Service & Team Leader, Discharge Support Service

Main Purpose of the Job

Work within the integrated discharge service (IDS) in Cardiff and the Vale of Glamorgan to assist older people over the age of 60, who are in hospital, and their families with discharge planning.

To provide an effective interface function between ward areas and the IDS in line with Local Council and Health Board guidance whilst retaining impartiality.

Knowledge & Experience

The DSO requires a good general education along with an awareness of the varying levels of care that an older person may need on discharge from hospital including when moving into a care home setting.

The DSO will need experience of working in a multi-agency environment, preferably in a health or social care setting, and an understanding of the needs of vulnerable older people and their families and carers planning discharge from hospital.

Although no specialist qualification is required a good knowledge of hospital discharge procedures and protocols is needed along with an awareness of the Social Services and Wellbeing Act 2014.

The DSO will need to be computer literate and familiar with several software packages including Office 365 and bespoke databases.

Communications & Relationships

The DSO is responsible for internal and external communications and developing a positive working relationship with a range of stakeholders including patients and their families and carers, nurses and clinicians and other hospital based professionals, care home managers and staff, line manager, colleagues, advocates, council staff as well as a number of other organisations or agencies.

The ability to build good working relationships is a crucial aspect of the role. The DSO will need to work in partnership with health and social care professionals, including ward staff and care homes and other key stakeholders to assist in the patient's safe and effective discharge in line with legislation, discharge policy and protocols.

The DSO is responsible for providing timely, accurate and up-to-date information which may not only impact on the decisions taken by older people or their families but which may ultimately affect the outcome of the discharge. This will include feeding back to ward teams via board rounds.

The post holder will act as expert advisors on community services as well as making sure information is accessible such as care home availability. They will provide emotional support and reassurance, help clarify the discharge process and allow patients and their families to express their needs which will contribute to them making an informed decision.

The ability to keep accurate, up-to-date electronic service user records, is important and the post holder is responsible for providing updates and feedback to internal service staff and externally to health and social care professionals,

Co-ordination

The DSO will be required to plan and organise their own work day and manage their own caseload. This will include attending daily board rounds and team meetings, assisting with the scheduling of MDT discharge planning meetings and responding to referrals.

This will include prioritising needs and where necessary making adjustments to plans to accommodate the changes in circumstances of both patients and their families.

The DSO will be allocated to specific wards within Cardiff and Vale NHS Trust and will also provide cover on other wards as and when required/directed.

The DSO works as part of the IDS and will often be required to use their own initiative during the working day. Facilitating visits to care homes is a feature of the job which requires liaison and planning between all stakeholders.

Use of own car is required to aid safe discharge following appropriate completion of risk assessments.

The DSO is responsible for maintaining contact with the patient, their family and other stakeholders until the discharge is complete. This may also involve follow-up visits to ascertain satisfaction with discharge.

The DSO will be expected to contribute to monitoring and evaluations reports assisting with the compilation of service statistics, applying for and assisting with grant applications on behalf of patients, the production of case studies and inputting into the clinical work station (database) as requested.

Policy & Service Development

The DSO works within clearly defined working practices, including Local Authorities financial frameworks and health protocols, and organisational policy and procedure.

In addition, the post holder will be required to work within the specification of the University Health Boards honorary contract.

There is an opportunity to contribute and influence changes in policy working practice for own work area through attendance and contribution at own supervision and team meetings as well as working in multi-disciplinary teams and contributing to the development of best practice by sharing experiences of the discharge and placement process.

Finance & physical resources

The DSO has a personal duty of care in relation to equipment and resources used in carrying out the role.

The DSO is responsible for the safe transportation of money given as donations.

All staff are expected to become involved in promoting the organisation and supporting fundraising activities and events. These funds are vital to the Charity delivering against their charitable objectives.

Supervision

There are no supervisory responsibilities in this role but the post holder is responsible for supporting and mentoring new colleagues, and sharing with external stakeholder's skills, knowledge and work practices relevant to providing the service.

The DSO has a responsibility to make effective use of their personal supervision and to make use of training opportunities as appropriate, this includes the use of e-learning as directed.

Independent Action

The DSO will be expected to work independently and on their own initiative but within clearly defined organisational policies and procedures and in collaboration with health and social care colleagues.

This role is responsible and accountable for decisions related to individual caseload management and for taking appropriate action on behalf of service users. The post has to assess risks and options taking into account guidance and other requirements including safeguarding vulnerable adults.

The DSO reports, liaises and provides feedback to the Discharge Support Team Leader and Operational Manager and receives informal case management support from the designated health lead.

Other Duties

Post holders are responsible for ensuring that all work is consistent with the policy, procedures and direction of Age Connects Cardiff & the Vale. Post holders may be required to undertake any other duties that may be appropriate and allocated from time to time following discussion.

In addition, co-operation is required in order to achieve a healthy and safe workplace, and post holders have a responsibility to do everything they can prevent injury to themselves and their fellow employees and others affected by their actions or omissions at work.

Signed by Job Holder _____ **Date** _____

Signed by Line Manager _____ **Date** _____