

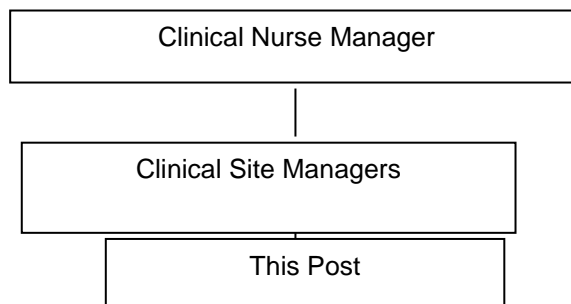
1. JOB IDENTIFICATION

Job Title: Transport and Discharge Coordinator
Department(s): Clinical Site Management Team Acute and Diagnostics
Job Holder Reference: ADMIN010ACUTE.22
No of Job Holders: 1

2. JOB PURPOSE

- To provide an efficient and cost effective transport service to meet with needs of both patients and wards within the Acute Directorate To coordinate and support transport bookings for the discharge and/or inter-hospital transfers for outpatient appointments.
- To coordinate and manage an effective and clear booking process
- Coordinate the process for repatriation of patients to be transferred out with Scotland.
- To support the Clinical Site Management Team with the flow of patients out the hospital for discharge/transfer.
- To comply with a hospital wide approach to 'Discharge without Delay', working within the multidisciplinary team towards a 'planned date of discharge' for every patient.

3. ORGANISATIONAL POSITION



4. SCOPE AND RANGE

The postholder will be required to:

- provide an effective and efficient administrative service the bookings of inter-hospital transfers and discharges from DGRI including inter-hospital outpatient appointments.
- to identify potential risks to patients and staff during bookings and take appropriate action Escalating when required.
- to report,log , investigate and find resolutions to incidents via appropriate channels.
- to negotiate transport availability with call handlers
- to respond to agitated colleagues and patients
- contact patients, relatives and external providers on the hospitals behalf
- Make decisions on patient's eligibility for patient transport against the Scottish Ambulance Service criteria and for Royal Voluntary Service cars.

- Manage and prioritise requests for the hospital discharge vehicle.
- Manage, authorise and coordinate weekend discharges/transfers for community hospitals on the discharge vehicle.
- Prioritisation of patient journeys to create the correct flow needed for DGRI.
- To support Discharge/Flow Team with discharge tasks.
- Working with the ward teams, adopt a 'day before' approach identifying patients that are being discharged the following day and ensuring that all tasks have been completed to ensure the patient is not delayed.
- Plan for pre noon discharges for all patients with a 'planned date of discharge'.

5. MAIN DUTIES/RESPONSIBILITIES

- Liaise with all levels of staff, departments and external agencies.
- Provide quality service, contributing towards and supporting service needs ensuring that support is always available to users and that information is shared. Deal with issues quickly as they arise, using creativity to find workarounds and solutions as required to resolve the issues. Escalate if required.
- Clerical duties including collection, collation and presentation of data;
- Escalate to the appropriate managers of any difficulties which arise whilst on duty
- To deal directly with patients and their relatives on a range of issues, ensuring accurate information is provided and high standards of customer care maintained
- To answer a range of queries from hospital based staff, patients and/or carers, Scottish ambulance service staff/managers, social work colleagues and community staff across the partnership.
- To ensure changes in patient transport arrangements are actioned and recorded in a timely manner.
- To pass out daily planned work schedules to appropriate stations and Voluntary Service
- Keep data live on Cortix with regards to transport.
- To be aware of patients with PDDs and support wards to ensure the discharge checklist tasks have been completed.
- Liaise with pharmacy around ambulance and volunteer driver pick up times to ensure the patients prescriptions are ready for the allocated pick up time
- Discuss with the wards the patients who live in DG8 and DG9 postcodes around transfer to Galloway Community Hospital and their suitability for this
- Reporting the discussions with the wards around the DG8 & DG9 patients for Galloway Community Hospital with the Patient Flow Coordinators, Capacity Managers, Nurse Managers and General Managers
- Liaising with the discharge lounge staff and ward staff around when patients will be ready to be taken to the discharge lounge
- Contacting the discharge lounge to let them know who and when patients will be collected by patient transport or volunteer drivers
- Holding staff training for ward staff and ward coordinators around patient transport booking, equipment used for discharges/transfers, information required and why
- Making patient transport bookings for discharges, transfers and inter-hospital outpatient appointments on the SAS online booking system.
- Liaising with Oncology Specialist Nurses to facilitate patient transport needs using a variety of transport services.

- Accurately record patient journey information to enable invoice payment to be authorised.
- Maintain accurate, confidential electronic records for retrieval.
- To input data to any specialist departmental databases and extract information as required
- To be responsible for the correct storage of patient data relating to transport bookings for discharges, transfers and outpatients.
- To be responsible for the day to day operation of the dedicated discharge vehicle.
- To be flexible in this role and undertake duties to meet operational needs to help deliver an effective service.
- Contact patients, relatives and external providers on the wards behalf.
- To work autonomously in order to prioritise own workload and seek guidance where required.
Work with minimal direction and supervision; work is managed rather than supervised.
- Answer telephones dealing with a range of enquiries following departmental guidelines and taking messages where appropriate.
- Keyboard skills with a knowledge of IT packages to produce reports, statistics, excel skills are essential.
- The post holder may be the first point of contact by telephone with anxious / emotional members of the public regarding highly sensitive and confidential matters.

6. SYSTEMS AND EQUIPMENT

The main equipment/systems and machinery used in the department are:

Telephone	PC / Laptop
Printer	Microsoft Office Packages
Scanner	Photocopier
Laminator	
Microsoft Teams	
Cortix	
Qlik View	
Scottish Ambulance Service Online Booking System	

7. DECISIONS AND JUDGEMENTS

- Works within agreed parameters. Uses discretion as directed by clinical site managers in decision making and closely with the HALO.
- The post holder is required to take action in response to both routine and unexpected operational situations that arise.
- The post holder will direct ward staff with transport options to ensure efficient resources are used.
- Make decisions on patient's eligibility for patient transport against the Scottish Ambulance Service, Royal Voluntary Service cars and Oncology criteria.
- Manage the hospital discharge vehicle prioritising patient journeys to create the correct flow needed for DGRI.
- Identifying and prioritising patient journeys to create the correct flow needed for DGRI liaising with the SAS day controller.
- Make decisions on whether over time is required to facilitate discharges/transfers and seek authorisation.

- Authorise and coordinate weekend discharges/transfers for community hospitals on the discharge vehicle.
- Ability to use empathy when dealing with situations.
- Escalate anything with the potential to cause a delay in a patient being discharged.
- The post holder will be in charge of requesting, maintaining and reviewing quotes and presenting all repatriation information to finance along with the quote chosen by post holder up to £3000 for recharging with the home board of the patient.
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8. COMMUNICATIONS AND RELATIONSHIPS

- Communicate verbally, written and by e-mail with NHS Dumfries and Galloway staff, general public, associated and external agencies i.e. Scottish Ambulance Service, Hospital Ambulance Liaison Officer (HALO) also including but not exhaustive the Royal Voluntary Services and Taxi companies.
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- Liaison with senior charge nurse/charge nurses, clinical nurse managers, general managers clinical site managers, patient flow and nursing staff.
- Work as part of an integrated discharge team across the Partnership, liaising with colleagues in social work, home teams, community waiting times team and the 3rd Sector.
- Patients and their relatives, regarding transport arrangements and/or queries.
- Scottish Ambulance Service Personnel at all levels, which would typically include the Supervisor, ASM, Liaison Officer, Road Crews.
- Hospital Wards and Clinics.
- Intervening to resolve complex issues with charge nurses and managers.
- Provide statistical information to service leads, often at short notice.
- Contact other health boards and trusts out with Scotland for the repatriation of patients – Coordinate on behalf of the board to ensure patient and service needs are met.
- Ensure that any accidents, near misses or hazards are reported immediately to an appropriate Manager to be added to Datix as appropriate.

9. PHYSICAL DEMANDS OF THE JOB

- Concentration required in busy environment subject to change, e.g. having to reschedule journeys due to staff absence and ensuring appropriate vehicle resource is applied.
- Much of the working day will be spent sitting at the desk, using the PC or telephone.
- Keyboard speed and accuracy.
- The post requires frequent periods of concentration, plus the flexibility to change planned activities in response to unpredictable events and requests.
- Must be proficient in the use of email, diary, intranet publishing and document management applications.

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

- Ability to resolve problems quickly and efficiently.

- Dealing effectively with frequent interruptions and an unpredictable workload.
- Providing a high quality transport service to patients and users.
- Facilitating patient discharge on the planned date of discharge.
- Re-scheduling work due to patient delays or resource problems.
- Identifying and allocating appropriate resource for short notice requests.
- To respond to agitated colleagues, patients, ambulance control staff ensuring diplomacy whilst maintaining a high level of professionalism.
- Handling difficult people – staff, patients and relatives.

11. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

- SVQ level 3 or equivalent administration experience.
- Effective decision making, taking into account regular complexities.
- Advanced information and technology skills, including use of the computer to record and retrieve data.
- Proficient in the use of all Microsoft Office packages.
- The ability to work autonomously, identify problems and apply solution based on knowledge and experience.
- Must be highly organised and capable of balancing the complex needs/expectations of more than 1 service area at any one time
- Well developed communication and interpersonal skills, particularly influencing and negotiating skills.
- High level of organisational skills.
- Ability to work under pressure.
- Knowledge of organisation, policies, operational and management procedures, including those of associated agencies and understanding of how to implement these.
- Basic clinical knowledge of the equipment required to discharge and transfer patients safely.

12. JOB DESCRIPTION AGREEMENT

A separate job description will need to be signed off by each jobholder to whom the job description applies.

Job Holder's Signature:

Head of Department Signature:

Date:

Date:

PERSON SPECIFICATION

Job Title: Transport Co-ordinator

Essential	Desirable
<p>Qualifications</p> <ul style="list-style-type: none"> • SVQ Level 3 in Admin or equivalent • 	<ul style="list-style-type: none"> • ECDL or working towards
<p>Skills and Ability</p> <ul style="list-style-type: none"> • Confidence and knowledge to act independently as appropriate in dealing with information and enquiries. • Ability to recognise and deal appropriately with urgent and sensitive issues. • Negotiation skills. • Experience of working to deadlines and experience of multi-tasking. • Proven computer skills • Excellent organisational and communication skills with the ability to relate to a wide range of professional staff, external agencies and general public. • Excellent telephone manner. • Ability to manage work according to priorities and ensure it is carried out accurately and timeously • Ability to work to an agreed high and accurate standard • Ability to challenge current ways of working. 	<ul style="list-style-type: none"> • Dealing with public. • Handling difficult people.
<p>Experience</p> <ul style="list-style-type: none"> • Evidence of skill use in an employment setting • Knowledge and experience of detailed secretarial procedures/software packages, in particular Microsoft Office including word, excel, and powerpoint and outlook. • Ability to cope with working to time constraints 	<ul style="list-style-type: none"> • Previous NHS experience • Experience of working with patients and members of public
<p>Knowledge</p> <ul style="list-style-type: none"> • Knowledge of Microsoft Office Software. • Advanced information and technology skills, including use of the computer to record and retrieve data. 	<ul style="list-style-type: none"> • Understanding pressures of hospital environment. • Knowledge of organisation, policies, operational and management procedures, including those of associated agencies and

	<p>understanding of how to implement these.</p> <ul style="list-style-type: none"> • Basic clinical knowledge of the equipment required to discharge and transfer patients safely.
<p><i>Personal Characteristics</i></p> <ul style="list-style-type: none"> • Able to communicate effectively with people at all levels including the general public • Reliable • Flexible approach to work • Ability to use own initiative • Motivated • Effective decision making, taking into account regular complexities. • Must be highly organised and capable of balancing the complex needs/expectations of more than 1 service area at any one time • The ability to work autonomously, identify problems and apply solution • Well developed communication and interpersonal skills, particularly influencing and negotiating skills. • High level of organisational skills. • Ability to work under pressure 	<ul style="list-style-type: none"> • Willingness to move around department at short notice. • Willingness to undertake training