

CROYDON COUNCIL

ROLE PROFILE AND PERSON SPECIFICATION

DIRECTORATE: Adult Social Care and Health

DIVISION: Adult Social Care Operations

JOB TITLE: **Discharge Facilitator**

ROLE PROFILE

Job Title:	Discharge Facilitator (this post has a Health equivalent JD)
Directorate:	Adult Social Care and Health
Division:	Adult Social Care Operations
Grade:	<input type="text" value="select from drop down"/>

Career Grade 10 to 12
(relevant grade to be selected for each post holder from the above drop-down list)

Hours (per week): 36 Hours per week

Reports to: Senior Discharge Facilitator / Professional Social Worker Lead (Hospital)

Responsible for: **Discharge Facilitators at Grade 10** will have supervisory responsibilities in terms of overseeing quality and quantity of work for the Discharge Navigators/Administrators on their wards, but no direct line management responsibility. They will be expected to gradually work towards a Grade 12 after two years (minimum) with increasing responsibilities encompassing more complex work and supervision of staff. They will report to the Discharge Facilitator(G12) and indirectly to the Professional Social Work Lead (Hospital)

Discharge Facilitators at Grade 12 will have full line management responsibilities and will be responsible for supervision of newly qualified social workers, social workers, care managers, support workers and students (including Discharge Navigators/Administrator who may be employed by either CHS or Croydon Council). They will report directly to the Senior Discharge Facilitator and the Professional Social Work Lead (Hospital) for supervision.

Role Purpose and Role Dimensions:

The primary responsibilities of Discharge Facilitators are to work closely with ward teams on designated wards to agree comprehensive discharge plans for patients, perform assessments for discharge and to coordinate an effective, smooth and timely discharge into community settings.

The cornerstone of this team is the 'core discharge team', a ward-based team with a wide range of skillsets and backgrounds including nursing, therapy, and social work. The team will co-ordinate all aspects of supported discharges and as the 'single point of discharge' from CUH. The team includes roles where traditional professional boundaries and responsibilities have been blurred, to streamline discharge processes and improve experiences for patients and staff.

Each Discharge Facilitator will be responsible for the caseload of patients on their designated wards and will work closely with their Discharge Navigators to gather information on patient backgrounds by visiting patients on wards and attending ward board rounds/MDTs. Discharge Facilitators will be responsible for identifying complex discharges that Discharge Navigators will need support with (e.g., difficult conversations with patients/families, coordinating with community/system and out of borough partners. Discharge Facilitators cannot however make decisions for OOB clients under the Care Act and statutory responsibilities). Facilitators should also identify cases that require escalating to Senior Discharge Facilitators for additional support.

The focus of these roles is to support prevention and early intervention taking a whole family, strengths-based community led support approach, work alongside residents and their families to maximise their life chances and outcomes.

Using the Community Led Support resource wheel and other strengths based, person centred resources, hold good conversations with people to help people identify their strengths, gifts and abilities and those of their families, friends and communities. To help to connect people with communities to support a good life. To co create support plans with people that enhance their strengths and help achieve their ambitions. For those who have eligible care and support needs as defined by the Care Act 2014 that require statutory or paid support, help to arrange that in ways which support peoples' own strengths and those of their families friends and community.

To provide a social care perspective, within a multidisciplinary setting, to address the needs of adults and safeguard adults, including those with mental health problems, in both the community and hospital, under the terms of the Care Act 2014, the Mental Health Act 1983 (as amended by the Mental Health Act 2007) and other relevant legislation.

Discharge Facilitators at Grade 12

- They will hold continuing responsibility for a caseload which includes the most complex cases.
- They will be expected to practice as a Best Interests Assessor /Safeguarding Adults Manager.

- To supervise staff and assist the Senior Discharge Facilitator/Advanced Practitioner in all aspects of staff development best practice, reflective and continuous professional development.
- Assist the Senior Discharge Facilitator/ Advanced Practitioner with: monitoring the impact on service budgets of the financial commitments being made by team members; identifying specific activities to be undertaken to contribute to the team's budget efficiencies work and overseeing progress to ensure effective budget management.
- Deputise for the Senior Discharge Facilitator/Advanced Practitioner as required and support the operational implementation of cultural and behavioural change in practice.
- Undertake projects or participate in initiatives as agreed with line managers.
- Work closely with all teams across the division to develop new approaches to ensure resilient services/models are in place which maximise residents' rehabilitation/reablement potential which prevent hospital admissions and ensure timely hospital discharge.

Commitment to Diversity:

The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination.

Key External Contacts:

People, their families, carers; members of the public a range of different external organisations and professions including: voluntary and community organisations and groups of all sizes and types; independent service providers; other local authorities; Care Quality Commission; other government bodies; Clinical Commissioning Groups; General Practitioners, GP huddles and integrated care networks, hospital doctors and managers, other health colleagues, integrated team members mental health clinicians and managers; professions allied to medicine; partner organisations; Courts; Metropolitan Police service; law centres; London Ambulance Service; Independent Mental Capacity Advocate; advocacy services.

Key Internal Contacts:

Other council departments and teams including Gateway and housing, commissioning and procurement; placements and brokerage, financial assessment and direct payments, integrated

Financial Dimensions:

teams and managers, team managers and senior managers; departmental colleagues; safeguarding adults service.

Ensuring people are aware of social care charging processes, gathering information to assist financial assessment, providing information about and connecting people to advice about welfare benefits. Ensuring people are fully informed about and encouraged to take up direct payments.

Where people require paid or statutory support, prepare written plans that describe how that support will complement the person's strengths and those of their family, friends and communities.

Participate in peer forums which will make funding decisions for people who require paid support. In line with internal governance arrangements final sign for spending decisions will be made by the appropriate senior manager.

Work with placements and brokerage teams to describe the support required and work with the person to ensure any support that is provided is appropriate.

Discharge Facilitator at Grade 12 will:

Support more junior staff in their team with this work, ensuring that high standards of financial control with regard to individual care packages are maintained. To be responsible for endorsing the work of their supervisees with regard to proposed care packages being presented for authorisation and / or other arrangements determined through personalised budgets.

Key Areas for Decision Making:

1. Holding asset based person centred conversations to identify strengths, risks and needs
2. Co- producing person centred support plans.
3. Formulating plans to manage risk that support the achievement of desired outcomes.
4. Identifying and intervening in line with Safeguarding Adult procedures when there are allegations of abuse.
5. Taking appropriate action to deal with emergencies, for example, the breakdown of an existing care situation
6. Undertaking statutory assessments under the Care Act 2014, Mental Capacity Act 2005 and other relevant legislation.
7. Preparing Court reports and representing the council in Court hearings when required

Discharge Facilitators at Grade 12 will be expected to support more junior staff in preparation for Court hearings, accompanying them to Court and liaising with the council's legal advisors.

Other Considerations:

Ability to travel independently in connection with work, to undertake home visits and work in community settings.

Ability to work flexible hours, including occasional planned meetings / appointments outside of normal office hours.

Post holders that have a valid driving licence are able to either provide or use a car for work purposes or join and use the council's Zipcar scheme. The only exceptions to this are social workers based in the Adult Care Team at Croydon University Hospital.

Willing to work flexibly and provide to other teams across the TOCB the wider hospital and Adult Social Care, as directed.

Is a satisfactory disclosure and barring check required?
[\(click here for guidance on DBS\)](#)

Enhanced DBS and childrens and adults barred list

What level of check is required?

Is the post politically restricted
[\(Click here for guidance on political restriction\)](#)

No

Is the post exempt from the Rehabilitation of Offenders Act (ROA) 1974
[\(Click here for guidance on ROA \)](#)

No

Key Accountabilities and Result Areas:

To identify the strengths, wishes and needs of people, their families, friends, carers and communities both with a preventative and early intervention community led strengths based approach and under the terms of the Care Act 2014,

Key Elements:

This will involve:

1. Work with people, their family, dependents and carers to identify strengths, gifts and desired outcomes, needs, and risks to independence.
2. Providing information about community groups and organisations, services and policies to people, their family, dependents and their carers to enable them to exercise choice and control to live a good life

the Mental Health Act 1983 (as amended by the Mental Health Act 2007), the Mental Capacity Act 2005 and other relevant legislation; Co-produce clear and analytical strengths based assessments and person centred support plans in line with Care Act eligibility criteria and, where applicable, the requirements of the Care Programme Approach.

3. Joint, multi-disciplinary working with other professionals who may contribute to strengths-based assessments and support planning.
4. Producing clear, analytical and proportionate strengths based assessments which also identify eligible needs.
5. Identifying and assessing risk areas and developing risk management mitigations.
6. Conducting assessments under the Mental Capacity Act 2005 and chair or participate in best interest meetings as appropriate.
7. Identifying potential for reablement to regain skills and confidence, agreeing outcomes to be achieved, setting up and monitoring reablement programmes, amending or ending services as appropriate.
8. Co-producing, monitoring and reviewing person centred support plans that reflect peoples' choice and control, promote and maximise independence, social inclusion and personal responsibility, and continue to meet eligible needs.
9. Fully engaging with case management workflow processes in a timely fashion.
10. Promoting and implementing self-directed support and the take up of Direct Payments as the primary service delivery route.

To ensure people are protected from abuse or harm as defined by the Safeguarding Adults procedures, and to work with partner organisations in response to identified concerns of self-neglect in relation to people with eligible social care needs.

This will involve:

1. Identifying adult protection issues and ensuring they are addressed.
2. Investigating allegations of abuse and assisting in the development of protection plans in line with Croydon's multi-agency Safeguarding Adults procedures and in consultation with managers.
3. Engaging with service providers and with CQC as appropriate whenever there are safeguarding adults concerns arising in provider services.
4. Working jointly with other local authorities when issues of abuse cross geographic boundaries.
5. Ensuring that any concerns relating to the wellbeing of children in the household are identified and addressed in accordance with 'Think Family' and Safeguarding Children procedures
6. Conducting strengths-based assessments, including where appropriate mental capacity assessments, of people with eligible social care needs identified as self-neglecting, and working with partner organisations to minimise and manage risks to the individual and others.
7. Working proactively with legal processes, in line with the Mental Capacity Act 2005 and Deprivation of Liberty Safeguards, to protect vulnerable people at risk of harm.

Discharge Facilitators at Grade 12 will be expected to:

8. To chair Safeguarding Adults Strategy meetings as requested by the Advanced Practitioner/Team Manager (if an independent chair is not available).

9. To represent the Team Manager at multi-agency meetings convened to address serious concerns about complex situations of adult abuse or self-neglect.

To review arrangements ensuring that outcomes are being met and that services remain high quality and cost effective and that services are reduced or stopped when no longer required.

This will involve:

1. Holding follow up conversations with people at least annually and more frequently when required, focussed on progress towards achieving desired outcomes and vigorously pursuing opportunities for progression towards greater independence wherever possible.
2. Promoting independence and self-empowerment
3. Checking that proper financial arrangements are in place and being safely exercised.

Report writing and record keeping.

This will involve:

1. Maintaining up to date records on case management systems
2. Producing reports, correspondence and other written reports that are clear and analytical.
3. Preparing reports as required, for example for Hospital, Mental Health Review Tribunals, Court hearings, NHS Continuing Healthcare applications, BIA / DOLS reports, and for managers.

To remain aware of and up to date with relevant legislation and good practice guidelines and the implementation thereof.

This will involve:

1. Having a good understanding of relevant legislation and its practical application, and keeping up to date with changes.

To undertake a range of interventions as appropriate to support adults at risk due to vulnerability or community care needs.

This will involve:

1. Acting as an Appropriate Adult in Police and Criminal Evidence Act (PACE) interviews and complying with PACE procedures.
2. Undertaking mental capacity assessments.
3. Practice as a best Interest Assessor if qualified to do so
4. Chairing or participating in Best Interest meetings
5. Assisting people to access advocacy services where appropriate.

To comply with operational policies within the team and contribute to their ongoing development in order to improve service delivery.

This will involve:

1. Becoming familiar with operational policies and procedures and implementing these.
2. Identifying circumstances when policies and procedures may require modification in order to improve existing service delivery and contributing to this process via supervision sessions and team meetings.
3. Implementing changes in practice or policy as they occur.

4. Contributing to the collation of information about needs, including shortfalls, to assist the development of appropriate services for people and their carers.
5. Contribute to the development of operational policies, procedures and working practices at local and divisional level.

Discharge Facilitators at Grade 12 will be expected to:

6. Prepare draft responses to complaints, members' enquiries and Freedom of Information requests on behalf of the Advanced Practitioner/Team Manager.

Contribute as an effective and collaborative team member

This will involve:

1. Participating in training to demonstrate competence.
2. Undertaking training as required for the role.
3. Participating in the development, implementation and monitoring of service plans.
4. Championing the professional integrity of the service.
5. Keep up to date with developments in practice, legislation, policy and procedure and participate in local implementation of change and modernisation.

Confidentiality

- Treating all information acquired through employment, both formally and informally, in confidence. There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

Data Protection

- Being aware of the council's legal obligations under the Data Protection Act 2018 (the "2018 Act") and the EU General Data Protection Regulation ("GDPR") for the security, accuracy and relevance of personal data held, ensuring that all administrative and financial processes also comply.
- Maintaining customer records and archive systems in accordance with directorate procedures and policies as well as statutory requirements.
- Treating all information acquired through employment, both formally and informally, in accordance with the **Workforce Data Protection Policy**.
- There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There

are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

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Equalities and Diversity

- The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination.

Health and Safety

- Being responsible for own Health & Safety, as well as that of colleagues, service users and the public.
- Employees should co-operate with management, follow established systems of work, use protective equipment and report defects and hazards to management.
- Managers should carry out, monitor and review risk assessments, providing robust induction and training packages for new and transferring staff, to ensure they receive relevant H&S training, including refresher training, report all accidents in a timely manner on council accident forms, ensure H&S is a standing item in team meetings, liaise with trade union safety representatives about local safety matters and induct and monitor any visiting contractors etc, as appropriate.

Person Specification

Job Title:

Discharge Facilitator Grade 10-12

Essential knowledge:

1. Social Work qualification recognised by and registered with Social Work England (SWE)
2. Best interest assessor or willingness to undertake training
3. Awareness of strengths based, person centred approaches to social work and social care, including strengths-based assessments, and person centred support planning
4. Awareness of needs, assets, risks and issues relating to adults with social care needs and their carers
5. Working knowledge of relevant legislation/policies/codes of practice/guidance.
6. Knowledge of the benefits/welfare system
7. Knowledge of diverse communities and anti-discriminatory practice
8. Knowledge of adult protection issues
9. Knowledge and understanding of mental capacity assessments and best interest decision making
10. Knowledge of evidence-based practice including within safeguarding setting
11. Have successfully completed BIA training and hold (or be eligible to hold) a licence to undertake DOLS assessments.
12. Have successfully completed other relevant post-qualifying training / awards and can demonstrate how this has improved their standards of professional practice

Essential skills and abilities:

1. Ability to hold good strengths-based conversations with people
2. Ability to carry out detailed strengths-based assessments and develop person centred support plans
3. Ability to follow policy, practice and procedures relating to Safeguarding Adults.
4. Ability to carry out risk assessments and develop risk management plans.
5. Ability to work in accordance with statutory responsibilities.
6. Ability to build and maintain effective, professional relationships and rapport with internal and external contacts; be able to constructively handle challenges from other professionals, individuals and carers.
7. Ability to establish and maintain effective working relationships with statutory, independent, voluntary and community sector colleagues.
8. Ability to assess people's strengths and needs in a non-discriminatory way and ensure services are delivered within an equalities framework.
9. Have proficient IT skills to be able to use standard packages and learn new packages as required.
10. Good communication skills and the ability to record clearly, concisely and accurately.
11. Ability to consult with people, their carers and colleagues.

- 12. Ability to self-evaluate learning needs and actively seek developmental opportunities and participate in regular supervision
- 13. Have sufficient confidence and competence in order to be able to represent the team in a professional manner, both with people and their family members and with other professionals, with the ability to chair meetings.
- 14. Express opinions clearly and succinctly and to listen to the views of others and take these into account.
- 15. Work closely with related agencies ensuring that all are working to the benefit of the adult within agreed aims.
- 16. Ability to carry out mental capacity assessments and best interests decision making processes.

Essential experience:

- 1. Experience of working within a social service, health or social care setting and with relevant people and groups
- 2. Experience of working in a multi-disciplinary setting.
- 3. Experience of working with other professional/agencies and organisations
- 4. Experience of carrying out strengths-based assessments and person centred support planning or the willingness to learn and to implement this way of working

Discharge Facilitator at Grade 12:

- 5. Experience of chairing safeguarding and Best Interest Meetings
- 6. Experience of staff supervision

Special conditions:

Ability to travel independently in connection with work and to undertake home visits.

Ability to work flexible hours, including completion of assessments and occasional planned meetings / appointments outside of normal office hours.

Post holders that have a valid driving licence are able to either provide or use a car for work purposes or join and use the council's Zipcar scheme. The only exceptions to this are social workers based in the Adult Care Team at Croydon University Hospital.