

PERSON SPECIFICATION

Patient Flow & Social Support Coordinator 09-21



Main Purpose			
<p>To work in partnership with clinical teams to facilitate safe, timely and effective patient discharge or transfer.</p> <p>To provide emotional, psychological, and social care support to our patients and their families.</p> <p>To ensure the holistic needs of patients, carers and families are identified and met through evidence-based care delivery.</p>			
Requirements	Essential	Desirable	Evidence
Education/ Qualifications	<p>Good general education (GCSE or equivalent) including English and Mathematics.</p> <p>NVQ level 3 (or equivalent) in Health and Social Care</p> <p>IT literate</p>	Foundation degree in Health and Social Care	CV Certificates
Previous Experience	<p>Previous experience of working in a health or social care role.</p> <p>Experience of working in a patient flow / discharge Coordinator role.</p> <p>Understanding of NHS/Social Care systems</p>	Experience of working in a palliative care setting.	CV Interview References
Skills, Knowledge, Abilities	<p>Able to demonstrate current knowledge and identify own learning needs.</p> <p>Able to work without direct supervision</p> <p>Able to work within a team</p> <p>Excellent written and oral communication skills</p> <p>Able to analyse and problem solve</p>	Knowledge of hospice work	CV Interview References

PERSON SPECIFICATION

Patient Flow & Social Support Coordinator 09-21

	<p>Ability to multi-task whilst working in a busy environment and prioritise a demanding workload</p> <p>Car driver (Full clean UK license)</p>		
<p>Attitude, Aptitudes, Personal Characteristics</p>	<p>Empathetic and patient focussed</p> <p>Calm and level-headed</p> <p>Compassionate</p> <p>Punctual and reliable</p> <p>Flexible, resourceful, and adaptable</p> <p>Motivated to learn, undertake training, and develop skills</p> <p>Personable and positive</p> <p>Trustworthy and virtuous</p> <p>Proactive.</p>		<p>Interview References</p>

<p>Reviewed/approved by:</p>	<p>Chris Bagan, Family Support Lead</p>	<p>Date:</p>	<p>September 2021</p>
<p>Signed by employee:</p>		<p>Date:</p>	