

**JOB DESCRIPTION**

**Job Title:** Frailty (Discharge) Liaison Officer (FLO)

**Responsible to**: Home First Support Service Manager

**Operationally reporting to**: ACCV Discharge Support Team Leader & designated

Health Lead - Integrated Discharge Service

**Main Purpose of the Job**

* To work in collaboration with the Frail Older Person Advisory Liaison Service (FOPAL) within the Emergency Unit (EU) at the UHW to assist in the facilitation of safe discharge planning for people over the age of 60 to help prevent avoidable hospital admissions
* To support FOPAL, EU and Assessment Unit attendees and provide an effective interface with the Integrated Discharge Service, Cardiff & Vale Community Resource Team/Service and other community health and social care services
* Facilitate referrals to the main Home First Support Service for those patients who have been assessed as having low level needs including where appropriate escorting the person home

**Knowledge & Experience**

The Frailty (Discharge) Liaison Officer (FLO) requires a good general education along with an understanding of the personal care and social care needs of older people gained through training and /or experience supplemented by ongoing training.

The FLO will need experience of working in a collaborative environment, preferably in a health or social care setting, with an understanding of the varying levels of care that an older person may need on discharge from hospital including when moving into a care home setting.

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 FLO will need to be computer literate and familiar with several software packages including data entry and bespoke databases.

**Communications & Relationships**

The FLO is responsible for internal and external communications having daily contact with a range of stakeholders including patients and their families and carers, hospital-based professionals, Community Resource Team staff, line manager, Age Connects Discharge Support Officers (DSOs), community-based health and social care professionals including care home managers 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 FLO will need to work in partnership with health and social care professionals, including the many EU and FOPAL based professionals to assist in the patient’s safe and effective discharge in line with legislation, discharge policy and protocols.

The post holder will act as expert advisors on community services and liaise with partners to help identify the most appropriate pathway for patients including the main Home First Support Service.

They will provide emotional support and reassurance and help clarify the discharge process to patients and their families.

The FLO must undertake a range of social care tasks for clients along with the provision of emotional support. This will require gaining the cooperation of others and communicating with people who may be vulnerable, in ill health and possibly distressed. This will involve encouraging clients to accept services and make informed decisions.

The FLO will be expected to contribute to monitoring and evaluation reports by assisting with the compilation of service statistics and the production of case studies as requested by the Team Leader and inputting into the PARIS database. They may also be required to help with applying for and assisting with grant applications on behalf of patients.

**Co-ordination**

The FLO will be required to plan and organise their own work and manage their own caseload. This will include responding to referrals, communications with department staff including attending daily Medical Assessment Unit (MAU) and FOPAL patient discharge planning meetings, making referrals to the main HFSS, liaising with Age Connects DSO’s and other organisations/agencies.

The FLO works as part of the team of Age Connects hospital-based staff and will often be required to use their own initiative, making adjustments to plans to accommodate the changes in circumstances of both patents and their families.

Where appropriate the post holder will also be expected to escort patient’s home from the department and provide immediate practical and emotional support.

The FLO is responsible for undertaking promotional talks to clinical staff and others within the department.

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

**Policy & Service Development**

The DSO works within clearly defined working practices, including health discharge policy and protocols, and Age Connects policies and procedures.

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 process particularly from FOPAL and the EU.

**Finance & physical resources**

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

The FLO 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 demonstrating their role to new staff and visiting health and social care professionals.

The FLO 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 FLO 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 FLO reports, liaises and provides feedback to the Discharge Support Team Leader and Home First Support Service 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\_\_\_\_\_\_\_\_\_\_\_\_\_**

May 2018