



## Royal Hospital for Neuro-disability Job Description

<b>Job title:</b>	Brain Injury Service Co-ordinator
<b>Department:</b>	Brain Injury Services
<b>Salary grade:</b>	Band 7 equivalent
<b>Responsible to:</b>	Lead Patient Flow Co-ordinator
<b>Responsible for:</b>	
<b>Behavioural Framework:</b>	Leadership Level 1

### Scope

The RHN is a leading national centre of excellence, providing adult person-centred services that span the entire care pathway from post-acute rehabilitation services to end of life care, for people with complex Neuro-disability and their families, underpinned by a strong research and education programme.

This post is based in the Brain Injury service which consists of two wards, delivering assessment, rehabilitation and management to patients with complex needs, including Prolonged Disorders of Consciousness. The post holder will work alongside both the admissions team and senior clinical team to ensure timely and safe admissions to the Brain Injury Service. The post holder will work as part of a team of co-ordinators, reporting to the Lead Patient Flow Co-ordinator to provide assessment, advice and support to referrers, prospective patients and their families from pre-admission through to admission. The post holder will work closely with the Consultants, Senior Nursing staff, GP's, admissions team, IT team and the wider multi-disciplinary team at the RHN as well as key external stakeholders.

### Main Objectives of the Role

1. To ensure all referrals to the Brain Injury Service are appropriately assessed, screened and monitored, in line with contractual obligations
2. To be responsible for delivering a co-ordinated and streamlined admission pathway for patients
3. To develop close working relationships with external and internal stakeholders including NHS referrers, Consultants and Case Mangers promoting the Brain Injury Service and RHN
4. To manage and support family expectations of rehabilitation and discharge pathways at RHN
5. To act as a resource and link person for referrers and families from referral to admission

6. Demonstrate an awareness of RHN's objectives and contribute to achieving them appropriately.
7. Strive to improve efficiency in all areas of your work.

### **Key Responsibilities**

1. To screen all referrals to The Brain Injury Service, gathering all appropriate information to establish need and type of pre-admission assessment
2. To conduct appropriate pre-admission assessment working with the referring team and family as required.
3. To provide family and referrers with appropriate information and literature regarding the services provided by the Brain Injury Service at the RHN
4. To work closely with RHN Consultants to ensure suitability of admission and/or advice of alternative rehabilitation facilities
5. To provide on-going support and advice to families and referrers from initial referral to admission
6. To provide information and support to the admission team ensuring timely admissions to meet contractual obligations
7. To co-ordinate and conduct pre-admission family visits to the brain Injury services at RHN
8. To liaise with and support ward inter-disciplinary team pre and on admission to ensure communication of all pertinent information
9. To develop and participate in audit and feedback mechanisms appropriate to measure the service and implement performance improvement
10. To work closely with the Lead Patient Flow Co-ordinator to identify and implement service improvements
11. To work as part of a team of coordinators and provide cover for colleagues in their absence.

### **Person specification: Essential and Desirable**

1. Registered nurse or allied health professional registration with appropriate degree/ diploma **E**
2. Minimum of 5 years of experience working in the field of neuro-disability **E**
3. Evidence of post graduate training appropriate to the field of neuro-disability **E**
4. Experience of assessing patients with complex neuro-disability **E**

5. Experience of admission and discharge planning with complex neuro-disability **E**
6. Excellent written/oral English **E**
7. Computer literate (including word/excel) **E**
8. Experience and ability in identifying and managing potential complaints /conflict **D**
9. Experience of delivering and measuring efficient and effective service delivery **D**

## Leadership Behavioural Framework: Level 1

### Working Collaboratively for RHN

Working Collaboratively for the RHN is about working together to deliver the best possible service for patients, carers and key stakeholders. It is about demonstrating our values particularly in finding ability in disability, delivering excellence through personal responsibility, being pioneering and sharing knowledge, ensuring clarity and compassion, respect and constancy.

- I carry out my duties as part of a team working towards an agreed outcome.
- I share information with my colleagues and listen to their ideas.
- I offer help to my colleagues if they need it.
- I am not afraid to ask for help if I'm struggling with something.
- I work with patient, carers, colleagues and others to resolve problems.
- I am open to different ways of working.

### Achieving our Potential

Achieving our Potential is about giving staff and volunteers the time, support and opportunities to develop both themselves and their roles. It is about being able to develop our skills and knowledge and being able to take the time to reflect on successes and set-backs. It is about demonstrating a commitment to continuous professional and personal development and a flexible approach to working.

- I understand my role and the personal skills that are required to perform effectively
- Takes personal responsibility and seeks opportunities for personal development
- Prepared to be flexible in approach to work
- Acts pragmatically and decisively
- Shows willingness to embrace change
- Takes a risk aware rather than risk averse approach to work
- Prepared to challenge the 'status quo' and suggest improvements
- Aware of own strengths and development areas
- Finds time to reflect on personal performance

### Preparing for the Future

Preparing for the Future is about being aware of what is over the horizon, anticipating opportunities and having the vision to look forward. It is about taking the time to reflect on current activities and challenging the status quo. It will involve accepting the need for change and developing a culture of continuous learning and improvement.

- I will actively contribute ideas and suggestions whilst being receptive to the contributions of others
- I am curious about how developments outside my immediate working environment can be utilised to improve things
- Awareness of own development needs
- An open and positive attitude to change
- I will collaborate with colleagues from across the Organisation
- I will take time to reflect on my successes and challenges

- I feel able to challenge the status quo
- I actively participate in team meetings and in the staff awards scheme

### Leading by Example

Leading by Example is about acting as a role model and setting an example that motivates and inspires others. It involves providing a clear direction that recognises and utilises the strengths of our people.

- I am able to achieve my set goals and seek self-development
- I am thorough in all aspects of my work, taking pride in what I do.
- I do my best to meet deadlines.
- I recognise when I cannot cope with a situation and am willing to seek help as necessary.
- I recognise that I am working as part of a team and balance my own needs with those of my team.
- I improve my knowledge by learning from others, keeping up to date with relevant issues and taking advantage of appropriate development opportunities.

### Committing to our Patients & Customers

Committing to the patient and customer is about understanding who those people are and what their specific needs involve. It is about the provision of high quality patient care and/or customer service and the development of on-going relationships. It is about treating those people as individuals, meeting and exceeding their expectations and treating them with respect, dignity and consideration. It is about providing an exceptional patient/customer experience.

- I want to be part of a positive experience for our patients and customers.
- I demonstrate an 'I care and I want to help YOU' attitude
- I treat customers in a friendly way that puts them at their ease
- I always promote a positive image of my colleagues, the services we provide and the RHN as a whole
- I will share knowledge with my colleagues
- I am proud of the excellent service that I provide
- I treat customers with empathy, honesty and respect
- I respond to customers in a timely and effective manner
- I seek to widen knowledge levels so that I can improve the range and depth of my customer service skills
- If I cannot help I will find someone who can

The job description is not exhaustive and will be reviewed in light of changing needs and organisational development, in consultation with the postholder.

I have read, understood and accepted the responsibilities, expectations and behaviours outlined above.

Signed:

Date: