City of Edinburgh Council job description

Post title	Senior Home First Co-ordinator
Directorate	Edinburgh Health and Social Care Partnership
Service	Home First Community Rehabilitation & Reablement Service
Responsible To	Service Manager – Home First
Number of post holders	3

Purpose of job
To provide operational and professional leadership to an integrated multidisciplinary team based within the acute hospital setting. Lead, manage and coordinate the delivery of statutory social care functions within the hospital environment, working in partnership with community services and third sector organisations.

The role is responsible for ensuring safe, timely and effective discharge of individuals from hospital, supporting patient flow across acute and community pathways. This includes leading a proactive and coordinated approach to discharge planning, identifying individuals early in their hospital stay and facilitating timely access to community support.

The what - major tasks and job activities
Your key activities will include:

1. Provide day-to-day operational management of an integrated team of social care employees, supporting them to deliver high-quality, person-centred services.
2. Oversee complex hospital discharges, including patients who have become delayed. This will include supporting and coordinating the discharge of patients who require community support.
3. Monitor and manage service performance including delayed discharge, patient flow, and service demand.
4. Allocate and prioritise workload across the team, contribute to service planning and development and respond to changing service demands and priorities.
5. Lead and coordinate discharge planning processes within the acute setting, including ensuring early identification of individuals requiring support.
6. Support safe and effective transitions of care by facilitating timely access to community services and resources.
7. Work collaboratively with internal and external teams across the unscheduled care system, promoting effective multi-disciplinary and multi-agency working.
8. Represent the service at multidisciplinary team (MDT) meetings, flow huddles and service forums.
9. Support employees in decision-making and risk assessment, ensuring appropriate safeguarding and risk management arrangements are in place.

10. Adopt a person-centred approach to ensure patients are discharged from hospital to the most appropriate environment according to their need.
11. Create an environment that supports assessment and learning of employees providing to enable all team members to continuously update, develop and implement current knowledge and skills to meet changing needs of the service. Including encouraging innovation.
12. Ensure compliance with relevant policies, legislation and statutory responsibilities. Maintaining professional standards and governance.
13. Lead and contribute to service improvement initiatives, supporting implementation of new service models.
14. Support management of delegated budgets, ensuring services are delivered within available resources.
15. Contribute to decisions on allocation of care resources, authorising support plans within agreed limits.
16. Provide professional advice to inform decision-making across the service, ensuring effective communication in complex and sensitive situations.

The how - knowledge and skills, creativity and innovation, contacts and relationships, decision making

You will bring:

- A Degree level qualification in Social Work, AHP or equivalent relevant qualification or experience.
- Hold a relevant professional registration (e.g. SSSC, HCPC)
- You will have experience of working with adults with complex needs and working across hospital and community settings.
- Strong leadership and people management skills. Experience of leading teams.
- Knowledge and skills in monitoring performance indicators.

You will be responsible for:

- Contributing to service planning and development, continuous improvement and the implementation of integrated models of care aligned to local and national priorities.
- Managing the team skill mix to deliver safe, clinically effective, high-quality care using appropriate workforce toolkits and contribute to workforce planning.
- Promoting effective communication systems for all Home First teams, ensuring regular team meetings take place and respond to issues appropriately.
- Working and collaborating with a wide range of stakeholders, including NHS, the Council, EHSCP, external care organisations, and citizens.
- Collaborating with Senior Management to ensure the provision of high-quality services to people.
- Deputising for the Service Manager as required.
- Working collaboratively with in-reach teams incorporating operational, strategic and quality aspects. Recommending areas for improvement.
- Work in line with council, NHS and partnership policies. Create and review procedures and processes operated by the team.

You will regularly take decisions on:

- Providing appropriate integrated team advice, guidance and leadership to inform decision making, planning and risk management in relation to discharge planning.
- Effective and efficient work allocation.
- Reprioritisation of work and conflicting priorities.
- Authorising Person Support Plans and allocation of resources to people in need within agreed departmental limits.
- Discharge planning, risk management and safeguarding.

The decisions you take will:
- Have impact across the service for service users, service risk and allocation of resources.

Environment - work demands, physical demands, working conditions, work context
You will normally work:
- Across acute settings, ensuring discharges are timely and discharge pathways are optimised. You will be responsible for managing your time and working is a busy, often stressful environment.
- In an environment that requires emotional resilience, dealing with people who may be upset or show other challenging behaviour.
- With exposure to infections, with the requirement to adhere to all infection control procedures and policies
- Dealing with sensitive health and care related issues; and maintaining confidentiality of people that use services.
- With some physical demands that will be predominantly within the range of normal office-based activities but do include regular data input into computerised case files and other databases.

Supervision and management of people
You will have responsibility for:
- Direct line management of up to 8 employees (Home First Coordinators (Grade 7) and Community Care Assistants (Grade 5) and may be based at different locations across Edinburgh.

Resources the job holder will be responsible for
You will have responsibility for:
- A range of office equipment in line with a hospital office setting.
- Updating and maintaining EHSCP systems and databases (shared responsibility). including confidential service user data.

Additional information - health and safety
Protecting the health and safety and welfare of our employees, and our third parties including members of the public, contractors, service users and pupils, is the starting point for a forward-thinking Council.

All employees' responsibilities:
1. Taking care of their own health and safety and welfare, and that of others who may be affected by their actions or omissions.
2. Co-operating with management and following instructions, safe systems and procedures.

3. Reporting any hazards, damage or defects immediately to their line manager.
4. Reporting any personal injury and work-related ill health, and accident or incident (including 'near misses') immediately to their line manager, and assist with any subsequent investigation, including co-operating fully with the provision of witness statements and any other evidence that may be required.

Line managers have additional responsibilities for ensuring all health and safety risks under their management are identified, assessed and controlled, with specialist input from H&S Advisers and others including Occupational Health where required. Where the risks cannot be adequately controlled the activity should not proceed.

Additional information can be found in the Council Health and Safety Policy.