

Job Title: Acute Facilitator

Grade: Band C

Reports to: Local Business Manager

Role Responsibilities: No line management or budget responsibilities

The Role

ECL vision is to be the supplier of choice for Adult Health and Social Care, this role requires strong commercial awareness and the ability to deliver a customer centric service.

This role is to carry out and facilitate hospital discharges in line with ECL's referral process within the hospital health setting. You will need to gain and maintain a comprehensive knowledge of available resources and proactively liaise with the integrated team of health and social care workers. You will work closely with our health and social care partners and will be required to attend MDT meetings. You will be required to work alongside and liaise with the hospital discharge team and therapy teams including bridging, ILOR and possibly spot providers.

Job purpose

The Acute Facilitator is responsible for identifying appropriate referrals into ECL's Reablement service, liaising with health and social care partners when assessing the patient for the correct discharge pathway.

Identifying patients that can engage within a Reablement programme to maximise independence and to achieve customer goals within a defined time period. The Acute Facilitator will need to educate and ensure that all health and social care partners are fully aware of the Reablement ethos.

The Acute Facilitator will need to think fast and be a highly effective communicator, intuitive and responsive to changes, informing customers, their families, colleagues and health and social care partners of changes as they occur, ensuring a smooth discharge into ECL's service.

Key Accountabilities

- Work flexibly and collaboratively across structural boundaries as part of cross functional teams, and in support of key functional outputs, regardless of where you sit within the organisation.
- Think creatively, challenging the norms, and constructively challenging those around you (including those more senior) to ensure continuous improvement, commercial astuteness, and inspire the same in colleagues.
- Ensure understanding and the proper assessment and mitigation of risk, including Information Governance, Safeguarding, Health and Safety and Business Continuity.

- Responsible for recognising a disclosure of a concern from an individual that requires a safeguarding intervention to be made and to take appropriate action.

Duties and Responsibilities

- Responsible for introducing services to customers.
- Liaise daily with health and social care partners at identified times throughout the day or when necessary. • Attend daily white board meetings and MDT meetings.
- To work with a person centred approach at all times in accordance with the Care Act 2014.
- To always work towards our safeguarding policy.
- Monitor the quality and effectiveness of the services provided to meet assessed needs of individuals.
- Develop and maintain relationships with staff within the hospital environment.
- Maintain records and write reports as required in accordance with ECL policy and procedure.
- Excellent organisational and IT skills are essential to ensure that each customer received the care and support that they require.
- Must be able to work flexible hours, including weekends if necessary.
- Follow ECL's policies and procedures and be an ambassador for ECL at all times whilst working within Non-ECL sites.

This job description is only an outline of the tasks, responsibilities and outcomes required of the role. The jobholder will carry out any other duties as may be reasonably required by his/her line manager.

Person Specification

Key Skills and Competence

- Hold or to be working towards an QCF Level 3
- Substantial experience of working within a care environment.
- Computer literate and a good eye for details to ensure customers records are accurate and up to date.
- Networking and forging relationships to gain a full understanding of offerings available.
- Good communication skills.
- Good time management skills.
- Experience with dealing with sensitive data and understanding of information governance.
- Accurate record keeping with an eye for detail.
- Experience in or ability to learn and use IT systems used in the service

ECL's Values

Caring – supporting others with care, compassion, and positive engagement

Excellence – working efficiently and innovatively to achieve excellence



Integrity – being open and having the courage to do what is right.

Teamwork – working together to achieve our common goals