

## Discharge Co-ordinator

**JOB TITLE:** Discharge Co-ordinator

**ACCOUNTABLE TO:** Site Supervisor / Operations Manager

**LOCATION:** London, SE5

**RATE OF PAY:** £27,963 per annum

**HOURS:** 45 hours per week, Monday – Friday 9am – 7 pm

### Job Summary

SVL Healthcare Services is a CQC registered emergency / non-emergency ambulance service, providing transportation for NHS Trust patients, transporting over 400,000 patients every year. Our main aim is to ensure our ambulance service is as effective as possible, minimising delays and creating a stress-free environment for those that travel with us.

We are looking for a Discharge Co-ordinator to join our team and coordinate and manage changes to the daily operations of the patient transport service. The successful candidate will be responsible for checking and making changes to the workload in real time. The ideal candidate must have excellent communication and organisational skills, as well as an in-depth understanding of the transportation industry, experience within patient transport is highly desirable. We have 1 position available for this role.

### Responsibilities and Duties

- Manage and coordinate journeys to the most efficient resource, liaising the ambulance teams.
- Monitor and track resources/journeys to ensure a timely service.
- Liaise with the controllers to ensure a delivery of a high standard service
- Assist the controllers with workload and communications with staff
- Develop strategies to improve efficiency of dispatch operations.
- Liaising with Site Operations team regarding complex needs of patients for discharge
- Identifying risks surrounding discharge of patients
- Building relationships within the hospital at all levels
- Assessing patients' mobility for discharge
- Displaying levels of care and due diligence within a hospital environment
- Dealing with complex and difficult situations whilst maintaining diplomacy
- Problem solving and using initiative to convey complex discharges focusing on patient care
- Being able to communicate complex clinical and patient requirements to crews for mobilisation
- Allocation of specific discharge patients to designated crews.

### Person Specification

- Due to the nature of the industry flexibility is crucial therefore the post holder may be required to work additional or amended hours.
- Ideally good geographical knowledge of the London area but is not essential
- Must have excellent communication and organisational skills
- Must have an in-depth understanding of the transportation industry, experience within patient transport is highly desirable.
- All successful applicants will be subject to an enhanced DBS disclosure and previous employment referencing.

**Benefits**

- 28 days holiday including bank holidays
- Access to our employee assistance programme
- Eligibility for discounts with retailers and travel agents; online and on the high street
- Refer a friend scheme
- Employee of the month scheme
- Employee mentoring programme