**Job Description – Discharge Coordinator**

**RESPONSIBLE TO: Administration Manager**

**ACCOUNTABLE TO: Administration Manager**

**JOB SUMMARY:**

1. To provide a highly efficient secretarial service to the Surgeons and designated Medical Staff.

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| **Principal Duties and Responsibilities:*** Receive and attend to all communication e.g. correspondence, e-mails and telephone.
* Use judgement to undertake an assessment of content to determine the appropriate course of action and priority for the Surgeons attention.
* Deal efficiently and effectively with direct and indirect enquiries from patients, outside health agencies and all other health professionals and staff.
* Accurately transcribe all correspondence by email from the Consultants notes using knowledge of medical terminology.
* Generate routine and non-routine correspondence independently.
* Ensure compliance with the Company’s policies and procedures.
* Attend staff meetings as required.
* Liaise with external Health Agencies as appropriate
* To ensure that all duties are carried out to the highest possible standard, and in accordance with current quality initiatives within the area of work
* Have an understanding and awareness of the Data Protection Act and internal policies and procedures that impact on the role.
* Be responsible for the onward referral of patients.

This list of duties and responsibilities is not exhaustive and the post holder may be required to undertake other relevant and appropriate duties as reasonably required.  |

**Performance Measures:**

Local and agreed key performance indicators

Adherence to all Health and Safety, infection control and quality standards

Compliance to Company policies and procedures

This list of duties and responsibilities is not exhaustive and the post holder may be required to undertake other relevant and appropriate duties as reasonably required.

This job description is subject to regular review and appropriate modification.

I confirm I have read and understand this Job Description

Name of Postholder …………………………………..

Signature …………………………………...

Date ……………………………………

**PERSON SPECIFICATION – Discharge Coordinator**

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| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| **Qualifications** | * Good standard of education
* Minimum RSA II word processing/typing
* Good knowledge of Microsoft packages
 | * Relevant qualifications
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| **Experience** | * Relevant experience in a medical environment
 | * Experience as a medical secretary
* Audio dictation
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| **Skills and knowledge**  | * Excellent interpersonal skills
* Ability to work on own initiative and unsupervised
* Ability to work as part of a team
* Ability to work under pressure
* Ability to prioritise workload
* Ability to establish and maintain good working relationships within and outside the hospital
* Good organisational and administrative skills
 | * Evidence of personal goals
* Awareness of customer care
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| **Other factors** | * A flexible, positive attitude to performing a variety of duties
* Willing to develop/learn in the role
* Fit to undertake the duties of the post
* Ability to be flexible with regard to working hours
* Ability to work within a multi-cultural environment
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