

# Recruitment Pack

Home From Hospital Co-Ordinator

# Hello from our Chief Executive



Hi!

I'm Lauren and I am delighted that you are considering applying for a role with our incredible team at Age UK Bolton! Our organisation has been a cornerstone of the Bolton community since 1947, and we take immense pride in being recognised as a leading charity specialising in ageing well in our area.

Age UK Bolton isn't just a charity; it's a community. With 50+ dedicated staff members and an incredible team of 250 volunteers, we work collaboratively to deliver a variety of high-quality services that significantly enhance the quality of life for older people in Bolton. We are committed to our aspiration of being the best older people's charity to engage with, support, work for, volunteer for, and partner with—not just in Bolton, but beyond.

Every year, we engage with over 10,000 of Bolton's older residents, providing vital services and support that help them live fulfilling, independent lives. Our services range from practical help and advice to social activities and companionship, all aimed at promoting wellbeing and improving people's quality of life.

At Age UK Bolton, we believe that our strength lies in our team. It's important to me that everyone who joins us feels seen, heard, and valued. We foster an inclusive culture where everyone's contributions are recognised and appreciated. We are continually evolving, ensuring that our services remain relevant and impactful in meeting the needs of the older people we serve.

Our work is deeply rewarding, and we are driven by a shared passion for making a difference. Each member of our team brings unique skills and experiences that enrich our organisation and help us achieve our mission. Whether you're a seasoned professional or new to the charity sector, there's a place for you here at Age UK Bolton.

As you consider this opportunity, I want you to know that joining Age UK Bolton means becoming part of a family that cares deeply about its members and the community. It means being part of something where your ideas and efforts have a real impact.

If you are passionate, enthusiastic, and ready to contribute to a team that is making a real difference, we would love to hear from you. Your journey with Age UK Bolton could be the start of something truly special, not just for you, but for the many older people who rely on our support!

Thank you for considering joining our amazing team and the very best of luck in the recruitment process.

Kindest regards,

A handwritten signature in black ink that reads "Lauren McKechnie". The signature is written in a cursive, flowing style.

Lauren McKechnie  
Chief Executive

# About us

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Age UK Bolton is an independent charity working to improve the lives of older people across the borough.

Established in 1947, our charity now supports over 10,000 of our borough's older people each year and contributes over £3 million to Bolton's economy. Through our wide range of services, we help people remain independent, active, and connected to their communities.

In addition to our charity services, we also operate Age UK Bolton Enterprises, our wholly owned trading arm. This dynamic and innovative division enables us to develop income-generating services like our cleaning and shopping offer, aiding our financial sustainability and ability to meet the evolving needs of older people.

Our vision is to create a borough where everyone can age well. By joining us, you'll help make this a reality.





# Overview of the role

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<b>Salary:</b>	£28,101
<b>Contract:</b>	Fixed term until 31 <sup>st</sup> March 2026
<b>Hours:</b>	Full time (36 hours)
<b>Responsible to:</b>	Home From Hospital Team Leader

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## Overall role purpose

To work within the Home from Hospital team, providing an established hospital discharge service that includes aftercare and rehabilitation support. The service supports Bolton residents aged 65 and above in readjusting to living independently at home following hospital discharge, thereby reducing the likelihood of readmission. Additionally, it provides preventive support to community residents aged 50 and above who are at risk of hospital admission.



# Key responsibilities

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**As a Home From Hospital Co-ordinator, you will be responsible for:**

## **1. Service Delivery and Co-ordination**

- Work with older people, healthcare professionals, Age UK colleagues, and volunteers to deliver a high-quality hospital discharge and aftercare service, enabling individuals to live safely and independently at home.
- Conduct assessments of patients presenting at A&E or those preparing for discharge from wards or intermediate care beds, identifying suitable referrals to the Home from Hospital Service.
- Attend multi-disciplinary team (MDT) meetings, collaborating with colleagues to identify individuals who would benefit from the service.
- Develop person-centred interventions tailored to each individual's needs, promoting recovery, independence, well-being, and choice while managing risks effectively.
- Perform home visits post-discharge to:
  - Conduct safety checks.
  - Ensure the environment is warm and safe.
  - Verify access to meals and ability to perform basic daily activities.
  - Provide support with cleaning and shopping.
  - Signpost clients to other agencies for additional support as needed.

## **2. Volunteer Support and Engagement**

- Support and coordinate volunteers, including students on placement, ensuring they contribute effectively to the Home from Hospital service.

## **3. Administration and Compliance**

- Maintain accurate client records in compliance with Data Protection and privacy policies.
  - Use IT systems to capture and evaluate service metrics such as outputs, outcomes, and quality standards.
- Prepare regular reports and provide timely information to the Senior Service Manager or designated colleagues to meet the needs of funders and commissioners.
- Ensure adherence to Age UK Bolton's policies, quality standards, and good practice guidelines.

## **4. Promotion and Community Engagement**

- Market and promote the Home from Hospital Service, as well as other community services offered by Age UK Bolton and its partners. Encourage individuals to retain, regain, and develop the skills needed to manage their lives independently.
- Build and maintain effective relationships with clients, carers, families, volunteers, NHS staff, and community partners to promote the safety, independence, and well-being of older people in Bolton.

# Person specification

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## Essential skills and attributes

- **Client-Centric Approach:** Experience working with older adults in a supportive, person-centred capacity.
- **Assessment Skills:** Ability to conduct thorough needs assessments and develop tailored care plans.
- **Team Collaboration:** Strong communication and interpersonal skills to work effectively with MDT colleagues, volunteers, and other stakeholders.
- **Organisational Skills:** Ability to manage multiple tasks, maintain accurate records, and meet reporting deadlines.
- **Knowledge of Services:** Familiarity with hospital discharge processes and community-based services supporting older adults.
- **IT Proficiency:** Competence in using client management systems and data evaluation tools.

## Desirable skills and experience

- Previous experience in a hospital discharge service or similar healthcare/community setting.
- Knowledge of issues affecting older people, including rehabilitation and independent living challenges.
- Marketing and promotional experience to raise awareness of community services.

## Additional information

- Willingness to work flexible hours, including weekends, to meet the needs of the service.
- Commitment to Age UK Bolton's values, policies, and equal opportunities framework.
- Proactive and adaptable approach to service challenges and opportunities.



# Recruitment process

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**Age UK Bolton is committed to equality, diversity, and inclusion and aims to make the recruitment process as accessible and person-centred as possible.**

To apply, please send a CV and covering letter to **[recruitment@ageukbolton.org.uk](mailto:recruitment@ageukbolton.org.uk)**. You can also post your CV and covering letter to Age UK Bolton, The Square, 53- 55 Victoria Square, Bolton, BL1 1RZ.

If you would like an informal conversation about the role or our organisation before submitting your application, please contact Vicky Hitchen via email on [vickyhitchen@ageukbolton.org.uk](mailto:vickyhitchen@ageukbolton.org.uk) or by phone on 01204 382411.

**Closing date:** Wednesday 8<sup>th</sup> October 2025 at 10.00am

**Interview date:** Monday 13<sup>th</sup> October 2025

**Start date:** Subject to DBS clearance and references



# Contact us

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