Hospital Discharge and Reablement Project

Location:
• Croydon University Hospital and Age UK Croydon offices at 2 Katharine Street, Croydon, CR0 1NX

Responsible to:
• Hospital Discharge and Reablement Project Co-ordinator

Hours of work:
• Negotiable. Generally during Monday–Friday 9–5, but opportunities for some occasional evening/weekend work. Minimum commitment required is at least 2 sessions per week or one full day

Please note that we would require a minimum commitment of 6 months volunteering following training

The purpose of the project is to support older people who are about to be or have recently been discharged from hospital, by providing practical and/or emotional support for a period of up to 8 weeks.

Within the project, there are a number of different volunteer opportunities as follows:

• Accompanying home from hospital
• Admin support
• Assessments/Support Plans
• Escorting to Appointments/Activities
• Home Visiting
• Food preparation
• Information and Advice
• Monitoring and Evaluation/Data Input
• Welfare Benefits information/advice and form filling
Hospital Discharge and Reablement Volunteer

Whilst there are a number of different volunteering opportunities within the project, the core skills that we are looking for include:

- An understanding and interest in the needs of older people
- A friendly, professional and welcoming manner
- An ability to demonstrate patience, sensitivity and reliability
- An open minded approach to individuals, avoiding judgement and stereotyping.
- Ability to listen to others and explain things clearly without jargon or being patronising
- Excellent oral and written communication skills
- Excellent telephone manner
- Ability to write legible and intelligible notes and records
- Willingness to work according to our policies, procedures and standards, in particular confidentiality, equal opportunities/anti-discriminatory/diversity, health and safety and to take a flexible approach to project requirements
- Ability to work as part of the Age UK Croydon team, with the British Red Cross and other agencies and to seek and offer support where appropriate
- Ability to provide occasional cover for illness/volunteer holidays if required
- Willingness to attend training, support and supervision meetings as required
- Ability to travel around the borough

For more information about the volunteering opportunities, or if you would like an information pack, please contact the Hospital Discharge and Reablement Coordinator, Age UK Croydon, 2 Katharine Street Croydon CR0 1NX or email aukc@ageukcroydon.org.uk Tel: 020 8680 5450.