

**Age UK Leeds**

**Job Description**

**Job Title: Support Worker (Hospital) - Hospital to Home (H2H) Service**

**Accountable to: Healthcare Services Manager, with the support of Senior Care**

**Coordinator & Care Coordinator**

**Location: St James’ University Hospital, Leeds**

**Hours: Part Time (based on 28 hours per week) 56 hours per fortnight**

**on a 7 day rota basis. Current service hours are between 10am and 7pm but these may alter based on the needs of the service and funding**

# Job Purpose

1. To facilitate hospital discharge, prevent further admissions and to address the support needs of individual clients through assessment.
2. Provide immediate/responsive community-based support and assistance that reduces the risk of avoidable hospital admission, facilitates access to health-care and improves the health and wellbeing of older people.
3. Effective signposting/referrals onto other service providers for longer term support.

**Main Duties and Responsibilities**

**Assessment**

1. In the crucial period following hospital inpatient treatment or an attendance at A&E, identify and assess the immediate support needed by individual clients, on appropriate wards/units, to return home and settle safely.
2. Review and verify individual support needs and confirm the structured discharge plan for all eligible clients.
3. With the Care Coordinator/Senior Care Coordinator, agree the immediate support needed and provide this accordingly. This can include (but is not limited to):
   * 1. transporting/escorting home (including to and from temporary post-discharge residential settings),
     2. practical help to assist them settling back in at home,
     3. providing transport into hospital for out-patients appointments,
     4. collection and delivery of medication.
4. Undertake pre-discharge home circumstances checks and, where possible, take reasonable steps to ensure that the home is a safe location for discharge.
5. Identify the particular needs of clients from minority groups and take steps to ensure that appropriate support is offered/provided to them and, where appropriate, work closely with other agencies to address their specific needs.

**Provide Support/assistance/care**

1. Deliver relevant services to clients in accordance with the agreed plan.
2. Respond to identified needs by taking action to provide appropriate/reasonable practical support additional to the agreed plan.
3. Assist individuals to identify post-discharge support networks and take steps to address any gaps (sign-post/refer on to other community-based services within AUKL or externally).

**Working Collaboratively**

1. Work closely with ward staff and other referrers to identify clients requiring support and provide that support as necessary.
2. Develop and maintain knowledge of local community resources (such as activities and services that may have an impact on health and wellbeing) and support individuals to access these.
3. In conjunction with other health and social care staff, provide, obtain and highlight sources of information and advice for older people/carers on all matters relating to their caring role, health and social care, housing, financial matters, living with long term conditions and leisure activities etc.
4. Provide information and advise clients on areas that appertain to the role and to refer all other information and advice enquiries to the I&A Service/Team at AUKL.
5. Support clients and their families/carers to access any services needed for the client to remain living independently by effective referrals onto longer term support and/or services.

**Record Keeping**

1. Collate and input data and complete relevant paperwork for individual clients supported.
2. To maintain detailed, accurate records, both digitally and in hardcopy; to collect routine data for the monitoring and evaluation of the service; and to assist the Healthcare Services Manager and Senior Care Coordinator in producing reports, as required.

**Service and Personal Development**

1. To participate in internal supervision and personal development processes.
2. Identify own training and development needs - in conjunction with your Line Manager - and participate in training opportunities (internal and external) as directed.
3. Contribute to the achievement of annually set individual and team targets.
4. To participate in evaluation and analysis of the service at appropriate intervals, including organising user consultation, and making recommendations for feedback to appropriate bodies about the development of the service.
5. To attend regular team meetings and contribute in a positive and respectful way.
6. To maintain awareness of other AUKL services and activities.

**Compliance with Policies and Procedures**

1. Refer all safeguarding issues to the Safeguarding Concerns Manager.
2. To work in accordance with health and safety at work practices and within Government/Statutory/Legislative and AUKL policies and procedures at all times.

**Other Responsibilities and Expectations**

1. To support AUKL’s approach to a broad, visible diversity and equality agenda and to ensure that all of Age UK Leeds’ services take account of the needs of the whole community.
2. To assist the Healthcare Services Manager and Senior Care Coordinator in promoting the service to encourage referrals and continue to raise its profile, whilst maintaining the integrity and quality for which it is known.
3. Represent the organisation in a knowledgeable and professional manner at all times.
4. Maintain appropriate professional boundaries at all times.
5. Other duties, as directed by the Healthcare Services Manager, which are consistent and commensurate with the responsibilities of the post and the needs and development of the service.

***No job description can be entirely comprehensive and the job holder will be expected to carry out such other duties as may be required from time to time and which are broadly consistent with the job description and status of the post within the organisation***