## 

## Job Description

## Home from Hospital Wellbeing Coordinator

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| **Job Title:** | Home from Hospital Wellbeing Coordinator |
| **Salary:** | £20,930 FTE |
| **Hours:** | 35 hours per week (job share will be considered) |
| **Days & Times:** | Monday to Friday 9.30 a.m. – 5 p.m. |
| **Responsible to:** | Home from Hospital Service Lead |
| **Responsible for:** | Not applicable |
| **Main Location:** | Community Wellbeing Hub, Peasedown St John, |

##### **A. Main Purpose of the Job:**

As part of the Age UK Bath & North East Somerset Home from Hospital & Home Response Team, you will be based in the Community Wellbeing Hub at Peasedown St John. Your primary role will be to carry out wellbeing phone calls to people discharged from hospital on Pathway Zero from the Royal United Hospital.

In addition to this, you will provide administrative support to the Home from Hospital Team reporting directly to the Home from Hospital Service Lead.

As part of the team, you will contribute to the smooth running of the service working across the department sharing workloads, as necessary.

# B. Key Tasks:

**Providing support to the Home from Hospital Service Lead.**

**The duties will include:**

* Calling people aged 50 plus on discharge from the RUH who have no other health and social care support needs. The call will be made within three days of them arriving home. The aim of the call is to check on the person’s general wellbeing, to offer support from our Home from Hospital service and refer or signpost to voluntary sector organisations, community organisations and Community Wellbeing Hub teams.
* Working as part of the Home from Hospital and Home Response Team, you will work closely with the hospital-based Coordinator and Service Lead to provide continuity of care for people as they return home after a hospital stay.
* Effectively communicating with people, their families/carers and care & health professionals, you will take referrals for the Home from Hospital and Home Response service allocating work to our Wellbeing Support Workers, as required
* Providing daily support for our Wellbeing Support Workers by phone or email, you will ensure they are well supported within their role. You will be expected to facilitate a small group of designated Support Workers in regular video meetings to support reflective practice.
* Continually updating our Customer Relationship Management system with relevant information and managing the Wellbeing Support Worker rostering system. You will be expected to keep accurate records of the support we provide to meet the reporting requirements by our Service Commissioners and ensure we meet GDPR regulations standards.

**C. Other:**

* To maintain own professional expertise, including attending training as necessary, and be subject to an annual appraisal.
* To attend staff meetings, away days and other similar staff events.

**D. General:**

* It is in the nature of the work that tasks and responsibilities are in many circumstances unpredictable and varied. All employees are therefore expected to work in a flexible way and if necessary, to take on tasks which are not detailed in their job description.
* Some meetings and other events may be held out of normal office hours and may involve travel away from the local area.

**E.Standard Clauses*:***

**Equal Opportunities**: The postholder will be expected to adhere to the organisation’s Equal Opportunities Policy in all aspects of their work.

**Confidentiality**: The postholder will be expected to adhere to the organisation’s Confidentiality Policy at all times.

**Health & Safety at Work:** The postholder will be required to abide by the organisation’s

Health & Safety Policy and the requirements of the Health

and Safety at Work Act.

**DBS Check:** Confirmation of appointment to this post will be subject to a satisfactory DBS check.

**Person Specification**: See attached.

# Person Specification

The following criteria will be assessed from information provided on your completed application form/at interview/by your referee:

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| **Criteria** | **Essential** | **Desirable** |
| **Education & Training** | Good standard of education |  |
| **Experience** | Previous administration experience  Knowledge and understanding of confidentiality issues  Working knowledge of care & health services | Previous experience of working with people in later life.  Awareness of Mental Health and Wellbeing issues for people in later life |
| **Skills** | Ability to empathise and deal sensitively with others, particularly people in later life and their families  Excellent verbal communication skills and the confidence to communicate with people on all levels.  Proficient digital skills including the use of MS Word, MS Excel, Databases and File Management  Self-directive and able to prioritise workload  Work as an effective team player  Strong organisational skills | Experience liaising with care & health professionals |