



Thank you for showing interest in working for Age UK Bromley & Greenwich. We are an independent local charity and have been working in the community to help older people for over 50 years.

With nearly 80 staff and over 250 volunteers we provide support to clients across both Boroughs.

We work in partnership with BTSE helping to deliver the Bromley Well project as well as BLG Mind working on Dementia Services and Oxleas providing Care Navigation.

**Vision:**

To make Bromley and Greenwich places where all can enjoy later life.

**Mission:**

Age UK Bromley & Greenwich will be the voice of older people in both boroughs. We will work with older people to enable, support and connect. We will promote independence and well-being.

**Values:**

Equality - We value diversity and strive to give equality of opportunity. We believe that the organisation and society is enriched by its diversity.

Respect - We respect the life histories of our staff, volunteers and clients. We believe in their potential and we will help to realise their ambitions.

Creativity - We encourage innovation in the solutions we adopt.

If you stand for our vision, mission and values and match the criteria in the below job specification we would love to hear from you.

A handwritten signature in black ink, appearing to read "M. Ellison".

Mark Ellison  
Chief Executive

**Job Title:** Take Home & Settle Assistant - BANK STAFF

**Hours:** This role is to offer holiday and sickness cover only:

Monday- Friday 09.00-13.00

Monday – Friday 13:00-17:00

Monday – Friday 17.00-21.30

Saturday-Sunday 09.00-17.00

*Cover can include bank holidays as we run the service 365 days a year*

**Salary:** Monday-Friday call outs are paid at the London Living wage of £13.15 per hour and £15.18 per hour at weekends. A small retainer per shift will be paid if a call out is not received. This amounts to £6.50 - £7.00 depending on shift

**Location:** Working across Greenwich, Lewisham, Bexley and Bromley depending on shift

**Reporting To:** Hospital Discharge Services Coordinator

**Job Purpose:** To cover staff absence and support the safe discharge of clients by accompanying them home in your own car and assisting with any small equipment items, medication delivery, shopping and support with access visits prior to discharge. We offer these services within the Boroughs of Greenwich & Bexley, Lewisham, and Bromley.

**Key Responsibilities:**

- To collect clients who are ready for discharge within 30 minutes of receipt of a telephone call from Hospital Sites/Units
- Supporting with other discharge dependent tasks such as medication delivery, equipment delivery/installation, emergency shopping, gas/electric/phone top up, property/key safe checks
- On arrival to park outside the main entrance, where the other hospital transport waits, display the Age UK Bromley & Greenwich notice you will be provided with on your dashboard and inform the relevant reception desk that you have come to take home a client ready for discharge.
- Prior to leaving the Hospital or other sites, check and complete details recorded on Age UK Bromley & Greenwich's discharge form with the client and if necessary, with the hospital discharge staff.

- When ready to leave, pack any small items of equipment and then offer the client your arm by way of support to your car and help them into the car making sure the seat belt is locked before leaving.
- Accompany clients to their home providing emotional support and reassurance, noting any areas of concern for the client.
- Check that the heating system in client's home is adequate and settings correct for client's comfort and health. In the summer, months ensure the property is not too hot and windows are opened for ventilation.
- Check that the client has the basic food requirements and provide essential items if necessary, making the client a drink if appropriate.
- Stay with client until client until they are comfortable and give them any relevant information provided by Age UK Bromley & Greenwich to the client before leaving.
- Contact client's relatives or friends according to client's wishes.
- Make telephone calls the following morning, if required, to the clients taken home to perform a wellbeing check. Contact the Service Coordinator should you have any further concern for the client's health or wellbeing and report immediately any concerns of a Safeguarding nature.
- Complete Age UK Bromley & Greenwich's Hospital Aftercare Service forms recording all actions taken with time and making suitable notes for follow up action. Send in the forms to the Services Coordinator when completed.
- Feedback any issues of concern immediately and produce regular and ad hoc reports to Service Coordinator.
- Undertake other ad hoc duties related to the post that may occur from time to time
- To ensure your vehicle is roadworthy, insured, taxed, has business insurance, smoke free and clean at all times.

- To be available at the commencement of your shift and able to respond to calls within 30 minutes wearing your uniform provided, ID badge and appropriate PPE if required.
- At all times to maintain the professional integrity and reputation of the Charity and represent their main interests in any dealings with other bodies, groups and individuals.
- To attend supervision and team meetings when required
- To participate in relevant training and personal development activities
- To comply with Age UK Bromley & Greenwich's policies and procedures, particularly Data Protection, Confidentiality, Health and Safety, Safeguarding and Equality and Diversity

This job description is intended as a summary of the main elements of the job described. They may be varied from time to time in consultation with the job holder without changing the general character of the duties or the level of responsibility entailed.

If you have any questions please contact our HR department:  
[hr@ageukbandg.org.uk](mailto:hr@ageukbandg.org.uk)  
020 8315 1862

**Person Specification:**

Experience	Essential / Desireable
Good rapport with older people	E
Caring, friendly, patient and calm nature	E
Reliable and good time keeper	E
Flexible and professional approach	E
Able to communicate with staff in the hospital	E
Ability to work as part of a team and independently	E
Excellent listening skills	E
Safe and considerate driver	E
Clean, safe regularly serviced vehicle, fully taxed and insured for passengers and with a no smoking policy.	E
Familiar with the agencies and services operating for older people within the Boroughs	D

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