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**Job pack**

**Take Home and Settle Assistant**

Dear Applicant

# Re: Take Home and Settle Assistant – Shift Pattern 4

# Thank you for your enquiry in response to our advertisement for the above position. I have pleasure in enclosing the following:

* Background to the post
* Job description and Person Specification
* Background information about Age UK Bromley & Greenwich
* Organisation Chart

# Candidates shortlisted for an interview will be contacted by email and or telephone so please include an email address and mobile telephone number or any other telephone number where you can be reached.

I look forward to receiving your completed application form via our [website](https://www.ageuk.org.uk/bromleyandgreenwich/about-us/work-for-us/clipitbank/). Or send your CV and cover letter via recruitment@ageukbandg.org.uk

We will email you to let you know whether you have been successful in being selected for interview, so please include your contact details including mobile number and email address.

# Yours sincerely

Mark Ellison
**Chief Executive**

**Job Description**

**JOB DESCRIPTION: Take Home and Settle Assistant**

**REPORTING TO: Hospital Discharge Services Coordinator**

**HOURS: Shift pattern 1:** One week rota Monday- Friday 09.00-13.00
 **Shift pattern 2:** One week rotaMonday – Friday 13:00-17:00
 **Shift pattern 3:** Two week rota
 Week 1: Wed, Thurs, Fri 17:00-21:30
 Saturday & Sunday 9:00-17:00
 Week 2: Wednesday & Thursday 17:00-21:30
 **Shift Pattern 4**: Two week rota
 Week 1: Monday & Tuesday 17:00-21:30
 Week 2: Mon, Tue, Fri 17:00-21:30
 Saturday & Sunday 9:00-17:00

*All shifts include public holidays if they fall on the working day of the rota*

**PURPOSE OF THE POST:** To support safe discharge of clients by accompanying clients with any small items of equipment, home from the University Lewisham Hospital and local hospital sites, providing practical and emotional support and ensure that they are left in a safe warm environment with access to adequate food provisions.

# KEY DUTIES AND RESPONSIBILITIES

1. To collect clients who are ready for discharge within 30 minutes of receipt of a telephone call from the University Lewisham Hospital or local hospital sites.
2. 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 reception desk that you have come to take home a client ready for discharge. A hospital porter will bring the client to the reception desk or other designated area or you may be asked to collect the patient from the relevant ward.
3. Prior to leaving the University Lewisham 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.
4. 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.
5. Accompany clients to their home providing emotional support and reassurance, noting any areas of concern for the client.
6. 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.
7. Check that the client has the basic food requirements and provide essential items if necessary, making the client a drink if appropriate.
8. Ensure the client is comfortable before leaving and report any concerns to the on duty Coordinator.
9. Contact client’s relatives or friends according to client’s wishes.
10. Make telephone calls the following day 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.
11. Complete Age UK Bromley & Greenwich’s Hospital Aftercare Service forms recording all actions taken with time and making suitable notes for follow up action.
12. Feedback any issues of concern immediately and produce regular and ad hoc reports to Service Coordinator.
13. To develop productive professional working relationships with Hospital based personnel.
14. To provide holiday cover (additional paid hours) for other assistants covering this service at the request of the Service Coordinator and undertake other ad hoc duties related to the post that may occur from time to time
15. To ensure your vehicle is roadworthy, insured, taxed, smoke free and clean at all times.
16. To be available within the University Lewisham Hospital at the commencement of your shift with your work mobile phone switched on and able to respond to calls and be at the hospital and other sites within 30 minutes, wearing your uniform provided and ID badge.

**General:**

1. 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.
2. To attend supervision and team meetings when required
3. To participate in relevant training and personal development activities
4. 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 Take Home and Settle. They may be varied from time to time in consultation with the jobholder without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.

**PERSON SPECIFICATION**

**Essential Requirements**

* Good rapport with frail, older people
* Caring, friendly, patient and calm nature
* Reliable and good timekeeper
* Flexible, professional approach and able to interface with
* Staff in the hospital environment
* Ability to work as part of a team or independently
* Excellent listening skills and communicator
* Safe, careful and considerate car driver, with clean driving license, and knowledge of the different parts of the London Borough of Bromley
* Clean, safe regularly serviced vehicle, fully taxed and insured for passengers and with a no smoking policy.

The role will also require that you have fully comprehensive insurance and business insurance (Business Class 3 comprehensive) in order to carry clients in your car. Please note Age UK Bromley & Greenwich do not cover the cost of this insurance.

**Desirable**

* Familiar with the agencies and services operating for older people living in the Borough of Lewisham.

**Disclosure and Barring Service Check**

This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service (formerly known as CRB) to check for any previous criminal convictions.

**Benefits**

Staff benefits include a workplace pension with matched contribution, 27 day’s annual holiday plus up to 8 public holidays for full-time staff and pro rata part-time, training opportunities and regular supervision to support you to undertake your job.

**TERMS & CONDITIONS OF EMPLOYMENT**

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| --- | --- |
| **Salary** | Shift Patterns 1 and 2: Annual retainer fee of £2,821, you will be paid in addition for call outs at the London Living wage of £10.85 per hour Shift Patterns 3 and 4: Annual retainer fee of £2,970, you will be paid in addition for call outs at the London Living wage of £10.85 per hour Mon-Fri and £13.20 per hour Sat/Sun |
| **Pension** | All eligible employees are automatically enrolled into our scheme with The Pensions Trust, contributions are in line with the government’s minimum standards (currently 3% employees, 5% employers) |
| **Annual leave** | 27 days pro rata per annum, the post requires working during bank holidays including during Christmas and other public holidays.  |
| **Based at:** | The post holder will be home based, on call |

**HOURS**

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| --- | --- |
| **Shift Pattern 1** | 20 hours per weekNormal working week is Monday to Friday 09.00 till 13.00 with the possibility of overtime |
| **Shift Pattern 2** | 20 hours per weekNormal working week is Monday to Friday 13.00 till 17:00 with the possibility of overtime |
| **Shift Pattern 3** | **Rota Week 1**: 29.5 hoursNormal working week is Wed, Thurs ,Fri 17:00-21:30 and Saturday and Sunday 9:00-17:00**Rota Week 2**: 9 hoursNormal working week is Wed & Thurs 17:00-21:30With the possibility of overtime |
| **Shift Pattern 4** | **Rota Week 1**: 9 hoursNormal working week is Mon & Tues 17:00-21:30**Rota Week 2**: 29.5 hoursNormal working week is Mon, Tues, Fri 17:00-21:30 and Saturday and Sunday 9:00-17:00With the possibility of overtime |

**All Shifts** include public holidays if they fall on the working day of the rota

**ABOUT AGE UK BROMLEY & GREENWICH**

Age UK Bromley & Greenwich is the trading name of Age Concern Bromley a registered charity and company limited by guarantee. Age Concern Bromley was established in 1965 and Age Concern Greenwich merged with it on 30th November 2011.

Age UK Bromley & Greenwich has its main office in Bromley with two offices located in Greenwich. It is a partner of the national network of independent Age UK charities each is responsible for their own governance and own income generation. Age UK is the national charity and partner and all partners share common aims and values and work together for the benefit of all older people.

Age UK Bromley & Greenwich provides a wide variety of services to older people who are 50+ and resident in the London Boroughs of Bromley and Greenwich (direct service users are usually 60+). We provide practical help and advice to older people many of whom are frail or housebound, provide information on issues relating to older people their relatives and or carers such as money matters, housing, health and community care. Age UK Bromley & Greenwich campaigns locally on Age Discrimination and many other issues that impact the lives of older people.

##### **Mission and Values**

Age UK Bromley & Greenwich aims to promote the wellbeing of all older people in the community. We value older people and believe that later life should be a fulfilling and enjoyable experience.

***Our core values are****:*

***Caring***We are passionate about what we do and care about each individual.

***Dynamic*** We are innovative and deliver quality services for older people.

***Enabling*** We enable older people to live independently and exercisechoice.

***Expert*** We are authoritative, trusted and quality-orientated.

***Influential*** We draw strength from the voices of older people and ensure those voices are heard.

***Our specific aims are to:***

• Provide Borough-wide services and support for older people.

• Raise awareness of the needs of older people and influence decision-makers, and to provide a voice for older people in the Borough.

• Contribute to research which identifies the changing needs of older people locally and find innovative ways of meeting them.

• Challenge discrimination of older people on the basis of their age.

• Work in partnership and cooperation with other organisations across the sectors to effectively meet the needs of older people throughout the Boroughs.

Some of the services we provide are commissioned by local authorities and NHS

Trust, others by charitable Trusts and we also have paid services for self

funders, and people with personal budgets.

Our present and any future services will comply fully to our approach of how we work with and for older people:

* have a zero tolerance of all forms of abuse
* support people with the same respect and dignity you would want for yourself or a member of your family
* treat each person as an individual by offering personalised service
* enable people to maintain the maximum possible level of independence, choice and control
* listen and support people to express their needs and wants
* respect people’s right to privacy
* ensure people feel able to complain without fear of retribution
* engage with family members and carers as care partners
* assist people to maintain confidence and a positive self-esteem
* act to alleviate peoples’ loneliness and isolation

**Age UK Bromley & Greenwich services include:**

* Advocacy and Representation – both boroughs
* Specialist Dementia Care /choir - Bromley
* Care Navigation - Bromley
* Community helpers befriending and support service – both boroughs
* Community Services:
	+ - Clip It - Toe Nail Cutting – both boroughs
		- Exercise classes – both boroughs
		- Hospital Aftercare - Bromley
* Community Volunteers - both boroughs
* Dementia Support Hub – Bromley
* Men in Sheds – both boroughs
* Computer & art classes – both boroughs
* Information and Advice – both boroughs: a single telephone number for all information and advice enquiries from people resident in both boroughs, letter and to personal callers, casework and welfare benefit checks. Home visits are made to older people who are frail and unable to visit our office. In Greenwich we deliver Information and Advice at a variety of outreach locations throughout the borough including welfare benefits.
* Walking Football

**For further information about Age UK Bromley & Greenwich visit our website:**[**www.ageukbromleyandgreenwich.org.uk**](http://www.ageukbromleyandgreenwich.org.uk)