HOSPITAL DISCHARGE SUPPORT SERVICE – CASUAL SUPPORT WORKER

JOB DESCRIPTION

Salary: £12.76 per hour

Contract: Casual Contract available

Work location: Stoke Mandeville Hospital, with the flexibility of covering Wycombe General, Amersham Hospital and Wexham Park plus service user homes. The role will work from the office base in Aylesbury.

Hours of work: Casual flexible hours based on the needs of the service.

This service operates 7 days a week, Mon – Fri 11.00-19.00 including bank holidays and 12-18:00 on weekends.

Reporting to: HDSS Service Manager

Job purpose:

This is an exciting opportunity to be part of a service offering support to people leaving hospital or at risk of readmission. The postholder will play an intrinsic part in enabling the individual to get home safely, settle back into their own environment and regain and maintain a sense of independence, purpose, and increase their sense of wellbeing.

Undertaking all duties required to meet the service users' needs for them to return home safely from hospital, remain in their own home and reduce the risk of hospital re-admission. Referrals will require the support worker to take individuals home from hospital to enable their discharge, using the service vehicle.

The post holder will respond to referrals from various Health Professionals and will be required to assess service users' needs by ensuring the screening and DHSS assessment forms are completed, identify potential risk identified and ensuring service user consent for Age UK to transport them home prior to accepting referral for discharge.

Key tasks and responsibilities:

- Ensure safe discharge home from hospital for service users, transporting them in the service vehicle.
- Provide support to a person returning from hospital and those identified by local health professionals as being at risk of a further decline in health or without a support mechanism.
- Ensuring any concerns regarding the safety of the service user's, their health and or environment whilst in your care are immediately raised with the service manager or on call manager and concerns accurately recorded.
- Liaising with health professionals or the local authority to address concerns you may have for the service user.

- Provide practical and emotional support such as companionship, light cleaning, food and drink preparation, and assistance with shopping as required to ensure service user's comfort and safety on discharge.
- To work flexibly across the Hospital Discharge and Community Service when required.
- To carry out follow-up welfare checks and visits as required and assist service users with their activities to re-enable their daily living skills for up to the maximum support period.
- Signpost to Age UK Bucks inhouse services and external organisations depending on the need of the client.

This job description may be subject to change according to the needs of the organisation.

Person Specification:

Essential

- Experience of working in similar role, or a demonstratable desire to work in a health or social care setting.
- Excellent communication and interpersonal skills.
- Empathetic approach to dealing with older & vulnerable people, and an understanding of their needs.
- Proactive, flexible, friendly, caring and person-centred approach.
- Good administration skills
- Basic IT skills
- Ability to communicate professionally with health & social care professionals.
- Full driving licence
- Flexibility for covering weekends and bank holidays if necessary.
- Ability to work independently, using professional judgement to identify potential risks and barriers to safe discharge.
- Proactive approach, taking appropriate action to mitigate risks, resolve issues, and escalate concerns where necessary to support positive patient outcomes.

Desirable

- Experience of working in the voluntary sector
- Experience of working in a multi-disciplinary environment
- Geographical knowledge of Buckinghamshire

This role will require an enhanced DBS check.

Equal Opportunities

Age UK Buckinghamshire is an equal opportunities employer and welcomes applications from all sections of the community, regardless of age, disability, race, religion or belief, gender, gender reassignment or sexual orientation.