**DISCHARGE SUPPORT SERVICE SUPPORT WORKER**

JOB DESCRIPTION

This is an exciting opportunity to be part of a new and dynamic service offering support to people leaving hospital or at risk of readmission. The postholder will play an intrinsic part is enabling the individual to get home safely, settle back into their own environment and regain and maintain as much independence as possible to keep them living at home safely and increase their sense of wellbeing. This service operates 7 days a week, 11.00-19.00.

**Salary:** £9.90 per hour plus 5% pension contribution

**Contract:** Permanent

**Work location:** Stoke Mandeville Hospital, and client homes as part of our Community Support. Staff will have use of our office base in Aylesbury.

**Hours of work:** 16 hours a week, one day of which will be spent on the Community Support element of the service

**Reporting to:** Service Coordinator / Manager

**Job purpose:**

Undertaking all duties required to meet the service users’ needs for them to return home safely from hospital, remain in their own home and prevent hospital re-admission. Referrals may require the support worker to take the patient home from hospital to enable their discharge, using the service’s vehicle or their own vehicle.

The post holder will respond to referrals from Clinicians and Community Health Professionals and will be required to have the ability to assess service users’ needs, completing and following a support plan for the individual.

The post holder will be providing practical and emotional support in the service users own home and signposting to other services where appropriate to enable the individual to live independently in their own home.

**Key tasks and responsibilities:**

* Ensure safe discharge home from hospital for service users, transporting them in the service vehicle or the staff member’s own vehicle.
* Provide assistance to a person returning from hospital or medical facility and those identified by local health professionals as being at risk of a further decline in health or without a support mechanism.
* Take/accompany service user to attend hospital appointments or other activities as required in the care/support plan.
* Provide on-going assessment of service users’ needs, and work with them to develop a support plan which meets these needs, providing appropriate support to achieve positive outcomes.
* Recording and reporting of activities undertaken and highlighting any changes in a service user’s condition and ensure that appropriate actions are taken if a service user’s health deteriorates.
* Liaising with health, housing and other professionals to ensure that the needs of the service user are consistently met.
* To ensure a safe living environment for service users through carrying out risk assessments and providing information/advice whilst respecting their individual dignity, choice and rights.
* 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.
* Provide practical and emotional support such as; mobility aids loans, transport, companionship, assistance with shopping, helping access to groups and activities
* Signpost to further support available; liaising with Community Connectors, external organisations, partners and voluntary and community sector colleagues

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

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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 and use of own vehicle to transport service users.
* Flexibility for some evening and weekend working.

**Desirable**

* Experience of working in the voluntary sector
* Experience of working in a multi-disciplined environment
* 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.