

Date as postmark

Dear Applicant

Home from Hospital Seamless Support Worker – Calderdale

Thank you for your interest in the above position. Please find enclosed: -

- Job Description
- Person Specification
- Basic Terms of Employment
- Application Form
- Notes on our Recruitment Process
- Equal Opportunities Monitoring Form

Please read these papers carefully **before** you complete the application form, as short-listing will be based on the information you provide. Please **do not** submit a CV as a substitute for completing the application form.

We welcome applications from all sections of the community and have an Equality, Diversity & Inclusion Policy. If you require the advert or application pack in any other format, please contact us to request.

As users of the disability confident scheme, we guarantee to consider all disabled applicants who meet the minimum criteria for vacancies.

Please return your completed application form to the address below.

Yours faithfully



Carol Rodmell
Quality Executive

Enc

Age UK Calderdale & Kirklees

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Halifax
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QualityHealth[®]





Age UK Calderdale & Kirklees Job Description

POST:	Home from Hospital Seamless Support Worker
SALARY:	National minimum wage applies
HOURS:	13 hours per week, Monday & Tuesday, 10.30 – 5.30 pm
LOCATION:	Rimani House Wellbeing Centre, Halifax
ACCOUNTABLE TO:	Service Coordinator
RESPONSIBLE FOR:	Meeting Community Transport at the clients home after a stay in hospital, and providing support for up to 6 weeks. Helping to support clients in the Wellbeing Centre.

AGE UK PRINCIPLES:

The most valuable asset to Age UK Calderdale & Kirklees are the people involved with the charity. Our approach to recruitment and selection of employees reflects the importance of people to us, the values and the organisation of the charity including:

- To be client centred.
- Deliver services with compassion.
- Value staff and volunteers.
- Be inclusive and embrace equality and diversity.
- Develop trust in our services.
- Everybody working together to achieve the same objectives.

As a Disability Confident Employer, we are committed to attracting and recruiting people with a disability. Through the Disability Confident scheme, we are challenging attitudes towards disability, increasing understanding of disability, removing barriers to disabled people and those with long term conditions so that all can reach their full potential and realise their aspirations.

ORGANISATIONAL EXPECTATIONS:

Age UK Calderdale & Kirklees works in a variety of roles, many of which are based in differing geographical areas of our region.

In order that we can be most effective in the provision and delivery of services and projects to the older people of Calderdale & Kirklees you will need to work as part of a team. You will contribute to and share in the work of the organisation while maintaining an awareness of the political and social environment in which we work.

You will be expected to develop good working relationships with other Age UK Calderdale & Kirklees' staff and relevant external organisations, as appropriate to your role.

You will adhere to all roles and responsibilities in line with Age UK Calderdale & Kirklees' policies and procedures and all legislative requirements.

You will be expected to undertake any other activity requested by your Line Manager(s) that is appropriate to the experience and level of responsibility of the post holder, and to promote the work of Age UK Calderdale & Kirklees whenever possible.

OUTLINE OF POST:

- To provide practical support to people over 50 in their own homes who have been discharged home from hospital.
- To improve service users' confidence and ability to cope at home.
- To contribute to assisting in reducing bed days for older people and avoiding unplanned re admissions to hospital.
- To assist with supporting clients visiting our Wellbeing Centre at Rimani House.

MAIN TASKS:

- To travel within the community and hospitals from one client's home to another, using your own car, to provide practical short-term assistance to older people following discharge from hospital.
- To assess needs and assist generally until the client is more confident and able to undertake these tasks themselves, for up to 6 weeks.
- To establish positive relationships with the clients you are working with to determine with them their needs, wants and aspirations.
- To facilitate access to other appropriate services available in the community and provide information to the client about those services.
- To enhance the social well-being of clients by talking and listening to them.
- To assist in arranging for clients to see doctors, nurses and any other professionals that may be involved in their care if required.
- To maintain client confidentiality at all times and to seek permission to share key information with professional staff when required.
- To attend staff meetings
- To carry out simple home safety checks and pass on any concerns to appropriate agencies.
- To promote independence which may include motivating, escorting, encouraging self-help and observing any changes in the client.
- To assist with supporting clients at Rimani House Wellbeing Centre.
- To attend appropriate training programmes to enhance the effectiveness of both you and the project, whether within or outside normal working hours.
- To be prepared to work flexible including weekends and be willing to cover for colleagues at times of holidays or illness, as required in order meeting the needs of the service and the client.
- The post holder's duties must be carried out in compliance with Age UK's guidelines, policies and procedures, and Health and Safety at Work Act (1974) and subsequent Health and Safety Legislation
- This role will be evolving all the time therefore the above must not be assumed to be an exhaustive list of duties. You will be working as part of the Age UK Calderdale & Kirklees services team and will be expected to contribute to the effectiveness and development of that team.

Age UK Calderdale & Kirklees

Person Specification

Home from Hospital Seamless Support Worker – Calderdale

Education, Qualifications, Training	Essential	Desirable
Willingness to undertake training on an ongoing basis	X	
An understanding of the needs of older people	X	
Good communication and listening skills	X	
Ability to complete paperwork accurately and within required timeframes	X	
Ability to work as part of a team or independently	X	
Be able to act on own initiative	X	
Patient tolerant, sensitive to others needs	X	
Reliable and trustworthy	X	
Flexible approach - will include unsociable hours	X	
Ability to prioritise	X	
Full driving licence + use of a vehicle during working hours	X	
Good basic education.		X
NVQ In Care		X
Previous experience in a caring role.		X
Direct experience of working with older people.		X
Knowledge of activities and resources in the community.		X
Awareness of discriminatory practices e.g. equal opportunities and confidentiality issues		X