East London Age UK






Hospital to Home
Outreach Worker
Recruitment Pack

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AUKEL: Our vision, values and strategy

Vision

We want East London to be a place where people age well, and where older people live happy, healthy and fulfilled lives.

Strategy

We have launched an ambitious new five-year strategy which was informed by the voices of older people in East London. Older people told us as part of our strategy consultation that they want to:

Be independent,
Be connected,
Be informed and
Be heard.

All our service delivery ambitions are clustered under these four headings.

You can read our five-year strategy here.

You can also read more about the work we do and how our services look and feel for the older people who use them on our latest annual account here.

Values

The way we do things is as important as what we do. We use the values agreed below, to frame our whole organisational approach.

Kind
Accountable
Collaborative
Flexible
Inclusive

We are committed to equity, diversity and inclusion

*Age UK East London is committed to **Equity, Diversity and Inclusion (EDI)**, we recognise it as central both to our service delivery and to 'our people'. We want to build a diverse and inclusive team where everyone feels that they belong. We are aiming for a staff team that, at every level, reflects the profile of our local community and for this reason particularly welcome applications from people we want to see better represented in our organisation - people of colour, LGBTQ+ people and disabled people.*

About the team

We are a friendly, welcoming team of C. 70 staff and c. 70 volunteers. As well as many new starters we have several colleagues with 20+ years of service. You can read about our senior team on our website https://www.ageuk.org.uk/eastlondon/about-us/senior-staff/ , and here's a picture of a few of us at our EID celebration in April 2025.



Background to the role

Job description

Job Purpose
The hospital to home service works collaboratively with hospitals to support people when they are discharged from hospital to return home. As a Hospital to Home Outreach Worker, you will provide temporary, practical and emotional support to service users within their home and make sure they understand the care and local community services available to them. The service is time limited, usually up to 4 or 6 weeks, to adjust and settle back in their homes.
Key Tasks

• Assess the needs of service user's either in hospital before discharge, or in their homes, and understand what barriers and enablers there might be to moving home.
• Aid the discharge process and improve patient experience through tasks such as:
• Key cutting
• Co-ordinating with colleagues for the setup of the home environment such as checking fridge for in-date food
• Checking heating, electric and gas is functional prior to discharge
• Allowing access to the property for cleaning/repairs and receiving equipment
• Provide and/or arrange the practical and emotional support needed to enable service users to return home and/or remain safely at home.
• Be vigilant and make referrals/signpost for additional needs that our wider team, or partners can support. E.g. for benefit checks, energy advice, carers support, befriending.
• Help maximise service user independence by adopting an enabling approach.
• Develop a listening, caring and professional relationship with the service user and their families/carers.
• Provide domestic practical support within the home such as:
  ○ Light cleaning,
  ○ Washing (e.g. bedding),
  ○ Changing bed sheets etc.
• Prepare and service drinks and simple meals with or for the service user ensuring nutritional needs are met.
• Accompany service user outside the home e.g. hospital/GP appointments etc.
• Support service users with other tasks e.g. making telephone calls on their behalf, reading and responding to correspondence, completing simple forms (training will be provided) as directed by the service user's etc.
• Ensure services provided by AUKEL in the community are safe and person centred.
• Report safeguarding concerns, in accordance with AUKEL safeguarding procedures.
• Provide cover in the case of sickness and annual leave periods of colleagues.
• Support service user reviews, ensuring all visiting information is uploaded on to Salesforce.
• Support volunteers in the team and provide support and guidance to their development.
• Work with a range of professionals including:
  ○ Supporting health and social care professionals with patient discharge
  ○ Liaising with the hospital health and social care professionals (e.g. Social Workers) to facilitate smooth supported discharge.
  ○ Handypeople & contractors.

Administration
• Input all records, reviews, and visiting information to service user's case notes in a timely manner to maintain up-to-date and accurate records on Salesforce. • Report all "no access" failed visits, or changes in service user's condition or circumstances in accordance with AUKEL's policies and procedures. • Ensure service user comment sheets are completed. • Ensure service user's feedback questionnaires are sent at the end of each intervention and record returns. • Submit travel expenses regularly for sign off by manager.
Quality
• Be familiar with and to implement AUKEL policies and procedures in line with our Values. • Ensure the service is delivered in accordance line with Care Quality Commission principals. • Ensure integration with other AUKEL projects, and service users are referred and/or sign-posted to appropriate support services available to them. • Respond to safeguarding or other concerns and make appropriate reports and management action.
Liaison
• Work in collaboration with other agencies providing support within the service user's home. • Work under the direction of the service manager and project officer/s. • Represent AUKEL and participate in appropriate external meetings and events to remain aware of local, regional, and national issues affecting quality and compliance issues affecting care and home support services.
General
• Meet regularly with your line manager for support, supervision, and appraisal. • Attend team and staff meetings, and other meetings as required. • Undertake any other duties within the competence of the post holder as may be required from time to time for the continued smooth running of AUKEL. • Complete any training which is required to fulfil the role. • Carry out the duties of the post in accordance with AUKEL policies and procedures including Equal Opportunities, Mental Capacity, Deprivation of Liberty, Food Hygiene, Health & Safety, Confidentiality, Complaints, GDPR (General Data Protection Regulation), Safeguarding Vulnerable Adults etc. • Work within AUKEL's expectations of professional boundaries and confidentiality
Functional Links
• The post holder reports to the manager /or Project Officer. • Close working with NHS health & social care professionals. • Close working with AUKEL internal departments e.g. Finance Team, Information and Advice, Befriending services, Community services, and our Handyperson services. • Close working with external partner agencies e.g. Food Banks, Age UK Redbridge, Barking & Havering, and Age UK Waltham Forest.

Person Specification

Research shows that while middle class white men tend to apply for job when they meet around 60% of the criteria, women, people from the global majority, and people from other marginalised groups that

encounter systematic discrimination tend to apply only when they meet all criteria. So, if you think you have what it takes, but don't meet every single aspect of the job description, please still apply!

	Essential	Desirable
Experience	• Experience of one-to-one work with vulnerable service user's, including those with multiple issues and needs either through paid or unpaid position.	• Care Certificate or CQF Diploma NVQ Level 2, or equivalent, in Health & Social Care. • Experience of working collaboratively with external partners.
Knowledge & Understanding	• Understanding and commitment to empowering individuals to reach their full potential. • Understanding the principles of confidentiality in practice. • Understanding of safeguarding and when to raise a concern. • Understanding of stigma and discrimination, and the impact this has on people's lives.	• Knowledge of local services available to adults and their carers • Understanding of hospital discharge procedures.
Skills/Attributes	• Excellent interpersonal skills • Good English verbal and written communication skills • Good planning and organisational skills. • Ability to work independently and as part of a team. • Ability to prioritise and manage time and resources in a competent manner • IT skills to the level of being able to use email, internet, mobile phone apps and logging information on AUKEL's CRM • Can demonstrate AUKEL values (accountable, kind, flexible, inclusive, collaborative) in the way the service is delivered.	• Ability to speak community languages e.g. Bengali, Urdu, Punjabi, Turkish etc. • Able to use Salesforce (CRM used by AUKEL). Training will be provided as necessary.
Additional Requirements	• This post is subject to the relevant check through the Disclosure & Barring Service (DBS) • The role is required travel across East London, primarily in Tower Hamlets and Hackney. • Flexibility in working hours to meet organisational needs.	

Employment Details

Contract type

This contracted post is for 35 hours per week. We welcome application for flexible working including reduced hours and other flexible working arrangements.

Location

The post holder will be mostly based with our Hackney and Tower Hamlets Team at Royal London and Homerton.

Salary

Between £25,977 to £29,159 per annum. Plus 5% employer pension contribution.

Salaries are based on our salary bands system. This salary range refers to the lowest and top steps of the grade. Salary will progress every year until the top salary is reached.

Holiday entitlement

25 days (pro-rata for part time) of paid holiday per year plus bank holidays. This increases after two years of service to 27 days, and then a further one day per every year of service up to a maximum of 30 days after five years of service. In addition, all employees are entitled to one day off on (or around) their Birthday.

Conditions of employment

The job offer is subject to the receipt of two satisfactory Employment References, one of which from your current or most recent employer, a DBS Check, evidence of your right to work in the UK and evidence of relevant Qualification (if applicable).

How We Value Our People

Learning and development

We are committed to supporting our staff through a variety of training, e-learning, workshop and shadowing. A training needs assessment is carried out annually. During the appraisal and reviewed during supervision. The majority of vacancies are advertised internally to encourage staff to progress their careers within the charity.

Flexible working policy

We welcome flexible working requests from day one and anyone can make as many requests as they wish to.

Family Friendly Policy

We have a competitive Family Friendly Policy which includes maternity, paternity adoption, shared parental leave, dependency and carers leave. We have an enhanced maternity and paternity pay policy based on the length of service and we offer up to one week paid dependency leave and carer leave.

Sick leave policy

We also have a competitive sick pay policy which will give you up to 4 months full pay and 4 months half pay after 4 years of service.

Death in service insurance

We have a Death in service insurance which will help your family to cope financially should something happen to you while employed with us.

Employee assistance programme

We offer an Employee Assistance programme called WeCare which includes 24/7 online GP, Get fit programme, Mental health support, Financial and legal guidance.

Duncan Robertson Award

For the outstanding contribution to the wellbeing of older people.

Cycle to work scheme

The scheme allows employees to obtain commuter bikes and cycling accessories through their employer, whilst spreading the cost over 12 months and making unbeatable savings through a tax break

Other benefits

Through Age UK National we provide the BUPA Employee Assistance Programme, the Blue Light Discount Card, access to a discount portal provided by AON and Ticket for Good.

Next Steps

How to apply

To apply, please complete the application form on our website.

Recruitment Timetable

Deadline to receive applications: Sunday 6th December 2026 at midnight.

1st stage interviews: In Person, Week commencing 21st December 2026.

Have any questions? If you want to find out more about the recruitment process or the role, please contact our HR department by emailing on: HR@ageukeastlondon.org.uk