



Home and Settle Service Manager (Whipps Cross & Newham Hospitals)

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.

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

About Age UK East London (AUKEL)

The organisation

Age UK East London (AUKEL) is a local independent charity, which is part of the national Age UK network. We work across Tower Hamlets, Hackney and Newham to deliver services which support older people to live healthier, happier and more fulfilled lives.

Our work

Each year we support around 20,000 older East Londoners by providing flexible practical and emotional support in homes, hospitals and in the community. Our boroughs have the country's highest pensioner poverty in the country, further exacerbated by the current cost of living crisis.

How we help:

1. We tackle poverty

Each year our advice service supports over 2,000 older people to claim £3.2million in welfare benefits, grants and relief entitlements. During the cost of living crisis we distributed £42,000 worth of emergency vouchers for food, helping older people ensure there was food in the fridge.

2. We alleviate loneliness

According to a national model, Tower Hamlets has the highest rates of loneliness in London and in England. Our East End Friends initiative teams housebound older people who'd like a bit more company with a volunteer to visit them at home. 92% of older people said they felt less isolated and lonely and 100% of volunteers would recommend the scheme.

3. We improve health

Many older people live alone and struggle to manage around the home. Our home from hospital service supports 3,000 older people to return to a safe and warm home. Just 6% are readmitted to hospital within 28 days compared to 15.3% in areas where there aren't these services.

4. We increase independence

Many older people in our boroughs have very poor health. For example, at age 65, women in Tower Hamlets can expect just six more years of good health, which is the lowest in London and almost the lowest in England. This reduces their quality of life and can make it harder to remain independent. As well as increasing income and addressing loneliness (both determinants of health) we offer yoga, walking, and chair-based exercise groups at our community centre in Bow. 87% of participants said they are more independent as a result.

About the team

We are a friendly, welcoming team of about 70 staff and the same number of 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 2024



Background to the role

We have teams embedded in four hospitals across East London where they are recognised for the warm, responsive and kind person-centred service they provide for patients. They work in close partnership with ward managers, discharge teams and social workers to ensure the safe and timely discharge of patients, connecting them back to their local communities and ensuring that their chances of a sustained and speedy recovery are maximised. Our model has proven success in reducing re-admissions.

Over the past 12 months we have worked to reorganise how our Home and Settle team works. We have done this to reduce the pressure on individual staff members, increase the extent to which the teams work together and improve the consistency and sustainability of the services. The new service manager role is key to this new model of delivery.

The postholder will build and maintain key relationships between the hospitals and Age UK East London and will lead a team of staff to deliver a high-quality hospital discharge service. This is an exciting time to join us as we build on our learning and successes and increase the extent to which we integrate our services. Fast paced and with no two days the same, this work suits self-motivated team players who enjoy highly rewarding work that makes a difference to people and communities.

Job description

Job Purpose
To manage and develop the home from hospital settle service in the hospitals that you are responsible for, to support timely and successful patient discharges from hospital and prevent re-admissions. You will work in collaboration with hospital teams and community teams to lead and manage your team to support the smooth transition from hospital to home for service users. The service works with people for time limited support (usually up to 6 weeks) to adjust and settle back in their homes, and to prevent readmission into hospital.
Key Tasks
<ul style="list-style-type: none">• Work in partnership with the hospitals and other health and social care professionals to coordinate safe and timely discharges for referred clients. This involves attending meetings with hospital personnel including Discharge Co-ordinators and Ward Managers to discuss discharges and plan who and how individuals will be supported as appropriate.• Manage a team working across two hospitals and ensuring the service is available between the contracted hours.• Work collaboratively with other agencies providing support services.• Conduct initial assessments of people referred to the services as necessary.• Plan and develop person centred interventions to provide short term support for people after hospital discharge.• Work with GPs as appropriate in identifying and supporting patients to reduce unnecessary hospital admissions.• Work with people with a range of needs, dealing with issues ranging from social isolation and keeping people engaged in their community, to preventing unnecessary admission to hospital.• Support the hospitals with delayed transfer of care (DTOC).• Coordinate and monitor the caseload of referrals allocated to team members to ensure a fair and

manageable distribution of work.

- Rota planning to ensure staff flexibility and availability, enabling planned rosters that best suit both hospital and patient needs.
- Develop your team which includes; supervision, appraisal, planning of continued professional development opportunities and training needs.
- Conduct regular management audits to ensure a consistent way of working and identify development and training needs in the team or individual.
- Develop and deliver a flexible service that can respond to peaks and troughs in demand.
- Ensure the service is meeting key performance indicators, and identify any concerns e.g. demand for the service exceeding the levels in the contract and taking proactive action to address this.
- Monitor performance of the services against KPIs and produce reports to demonstrate performance.
- Deliver front-line services when needed, e.g. sickness or staff shortages. This is by exception rather than you regularly doing support work.
- Manage the budget, sign-off expenses, and ensure the project is delivered to budget, liaising with the Finance Department as necessary.
- Support the directorate with generating funding e.g. being actively involved in consultation of possible projects, providing activity data, opportunity spotting, and/or supporting the production of tenders.
- Occasionally provide weekend on call cover for the services you manage, and other hospital settle services provided by AUKEL.

Administration

- Lead on contract reporting, this includes quarterly annual and ad hoc reports
- Carry out annual customer service surveys.
- Maintain electronic records of referrals and interventions to assess service impact, support local improvements, and report on KPIs
- Meet and produce reports as required by the Head of Service.
- Ensure patient records are regularly updated through AUKEL database, and support staff to complete their administration via training etc.
- Work with the Communications team and the Head of Service, market and promote the service.
- Build and circulate a resource pack for the wider AUKEL team to generate referrals between services delivered by the charity.

Quality

- Be familiar with and implement AUKEL policies and procedures.
- Ensure the service is delivered in accordance with Care Quality Commission principles.
- Ensure a cycle of continuous improvement by taking a “lessons learnt” review approach.
- Ensure that the requirements of the contract specification for the services are met.
- Ensure integration with other AUKEL projects, and service users are referred/sign-posted to appropriate support services available to them.
- Respond to safeguarding or other concerns and take appropriate reporting and management action.
- Lead on recruitment of staff for your team, and support others at AUKEL.

Liaison
<ul style="list-style-type: none"> • Represent AUKEl and participate in appropriate external meetings and events and remain aware of local, regional and national issues affecting AUKEl clients. • Develop external relationships with stakeholders, and build positive connections with health and social care partners • Attend contract management meetings with commissioners alongside the Head of Hospital and Home Services.
General
<ul style="list-style-type: none"> • Meet regularly with line manager for support, supervision and appraisal. • Attend team and staff meetings, (and other meetings) as required. • Complete any training required to fulfil the post. • Carry out the duties of the post in accordance with AUKEl's policies and procedures including Equal Opportunities, Health & Safety, Confidentiality, Complaints, GDPR, Safeguarding Vulnerable Adults, Safeguarding, and Care Quality Commission (CQC) guidelines. • Other duties which are consistent and commensurate with the responsibilities of the post and the needs and development of the Hospital Home and Settle Service.
Functional Links
<ul style="list-style-type: none"> • The Home and Settle Manager is line managed by the Head of Hospital and Home Services • The Home and Settle Manager line manages: <ul style="list-style-type: none"> • Project Officers • Discharge and Settle Workers • Volunteers • Close working is required with Age UK East London Finance Team • Close working with Information, Advice, Advocacy & Befriending Services • Handyperson services • Close working with Age UK East London Community Services • Close working with other take home and settle services across east London

Person Specification

	Essential	Desirable
Experience	<ul style="list-style-type: none"> • Minimum of 2 years' experience of people management including line management and team leadership. • Minimum of 2 years' experience of delivering services within a health or care setting at a level reflecting the responsibilities of the post. • Of project recording and reporting to funders. • Of leading service development and improvement and managing the change process. 	<ul style="list-style-type: none"> • Experience of working with older people • Experience of working within a hospital discharge setting. • NVQ Level 2 Health & Social Care or Care Certificate

Knowledge & Understanding	<ul style="list-style-type: none"> • Understanding of the impact of discrimination and disadvantage on the lives of people and ability to work in a trauma-informed manner. • Understanding of NHS hospital discharge procedures. • Understanding and commitment to safeguarding and promoting the welfare of vulnerable adults and their carers. • Understand of and commitment to equity, diversity, inclusion and dignity 	<ul style="list-style-type: none"> • Knowledge and understanding of NHS England legislation regarding Avoiding Unplanned Admission Care Plans. • Knowledge of project financial budgeting • Knowledge of CQC fundamental standards • Understanding of impact on the Mental Capacity Act 2005 & Liberty Protection Safeguards 2020 within the hospital setting
Skills/Attributes	<ul style="list-style-type: none"> • Excellent interpersonal skills. • Excellent verbal and written communication skills. • Good planning and organisational skills • Ability to work calmly under pressure. • Intermediate IT skills • Data analysis skills 	<ul style="list-style-type: none"> • Ability to speak one or more community languages
Additional Requirements	<ul style="list-style-type: none"> • This post is subject to the relevant check through the Disclosure & Barring Service (DBS) • Flexibility in working hours to meet organisational needs • The post holder will work with standard Office365 server-based computer system • Occasional weekend and evening working may be required 	

Employment Details

Location

The post holder will be based between the Whipps Cross and Newham Hospitals.

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 within the Hospitals they oversee.

Salary

Between £37,580 and £40,670 plus 5% employer pension contribution.

We have recently introduced a 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, an enhanced DBS Check and evidence of relevant Qualification.

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 and shared parental leave. We have an enhanced maternity and paternity pay policy based on the length of service.

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.

Menopause and menstrual policy

The policy supports employees in their ability to adequately self-care during their period and menopause, while not being penalised by having to deplete their sick leave.

Open Door policy

The purpose of policy is to encourage open communication, feedback, and discussion about any matter of importance to an employee.

Wellbeing policy

The policy is aimed to promote mental wellbeing among staff and volunteers and tackle the causes of work-related mental health problems.

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: Monday 14th July at 9am

1st stage interviews: week beginning 21st July 2025

Have any questions? If you want to find out more about the recruitment process or the role, please contact Andrew Evans, Head of Hospital & Home Services on: andrew.evans@ageukeastlondon.org.uk