



Weekend Home and Settle Project Officer 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
<p>The weekend Hospital to Home Project Officer is responsible for responding to referrals received over the weekend from both Royal London Hospital & Homerton Healthcare NHS Foundation Trust. You will work with the manager on Friday to deliver services and plan visits on the weekend for you to attend.</p> <p>The service supports people returning after a stay in hospital, helping them to settle back at home, regain confidence and support with some practical tasks, e.g. shopping/cleaning. You will manage referrals, carry out assessments, and in liaison with the manager, allocate service users to Hospital to Home Outreach Worker caseloads. You will provide direct frontline support and co-ordinate visits to the service users' home in preparation for their return home. You will work collaboratively to lead and manage the weekend service to support the smooth transition from hospital to home for service users. The service is time limited, up to 4 or 6 weeks, to adjust, build confidence, and settle back in their homes.</p> <p>You will also be required to undertake community-based outreach as part of service delivery, including visiting service users in their homes both pre-and post-discharge. This includes conducting access visits, welfare checks, and providing practical support such as shopping assistance to ensure a safe and sustainable transition from hospital to home. Over the weekend you be based in the hospital, with lone working visits to client's properties for support.</p>
Key Tasks
<ul style="list-style-type: none">● Act as the first point of contact for all referrals over the weekend across both hospitals.● Meet with patients in the community and/or hospital and carrying out assessments and risk assessments.● Enter referrals on to AUKEL's case management system Salesforce in accordance with GDPR guidelines.● Allocate referrals to Hospital to Home Outreach Workers using tech available Field Service App, training will be available.● Collect feedback from service users and upload to case management system.● Deputise for the manager at discharge planning and other meetings as required.● Monitor the case loads of each of the Hospital to Home Outreach Worker (HHOW) to ensure they are evenly and fairly balanced.● Work collaboratively with other agencies providing support services.● Work with people with a range of needs, dealing with issues ranging from social isolation and keeping people engaged in their community, to prevent unnecessary readmission to hospital.● Plan and develop person centred interventions to provide short term support for people after hospital discharge.● Deliver the front-line support services over the weekend such as:<ul style="list-style-type: none">○ Undertake home visits to service users pre- and post- discharge to support safe and timely hospital discharge.

- Provide welfare checks to monitor service users' wellbeing during post-discharge period.
- Deliver practical, person-centred support during visits, including shopping assistance and other essential tasks to aid independent living.
- Identify and respond to risks within the home environment, escalating concerns where appropriate
- Provide occasional cover for the A/L of other Project Officers
- 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.
- Supervise, support and develop HHOWs and volunteers in your service.
- Liaise with the handyman service about referrals and jobs for service users.
- Ensure HHOW are resourced to sign post service users to other services when the home and settle service intervention ends.

Administration

- Keep AUKEL's case management system up to date, input all data, and ensure all referrals, interventions, time spent with service users are recorded.
- Allocate referrals to HHOW using tech available Salesforce 'Field Service' App.
- Ensure data collected meets the requirements of the service's contract monitoring and key performance indicators.
- Ensure service user feedback questionnaires are sent at the end of each intervention and record returns.
- Ensure admin tasks relating to service users, HHOW or general admin is carried out in a timely and efficient manner.

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

- Represent AUKEL and participate in appropriate external meetings and events to remain aware of local, regional and national issues affecting quality and compliance affecting care and home support services.
- Work in collaboration with hospital colleagues including discharge teams, A&E, ward staff, community teams to support the successful discharge of people and reduce readmission.
- Liaise with other AUKEL home and settle services across London and work collaboratively to maintain effective services, including sharing staff where appropriate.
- Work closely with the AUKEL handyman service to meet contractual obligations where a handyman service is provided as part of the service.

<ul style="list-style-type: none"> • Liaise with contractors to arrange deliveries and works to service user's homes.
General
<ul style="list-style-type: none"> • 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
<ul style="list-style-type: none"> • The Hospital to Home Project Officer is supervised directly by the Hospital to Home Manager. • 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	<ul style="list-style-type: none"> • Minimum of 2 years' experience of working within a health or care setting. • Experience of using IT systems to record work done. • Experience of supporting colleagues (this could be in a non-managerial position) 	<ul style="list-style-type: none"> • Experience of working within a hospital setting • Experience of managing and developing staff. • Experience of working with older people
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 the needs of patients who may lack family or 	<ul style="list-style-type: none"> • Knowledge of CQC fundamental standards • Understanding of NHS hospital discharge procedures

	<p>other support.</p> <ul style="list-style-type: none"> • Understanding of the needs of lone workers whilst working in the community. • 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"> • Experience of conducting assessments and risk assessments.
Skills/Attributes	<ul style="list-style-type: none"> • Excellent interpersonal skills • Excellent verbal and written communication • Intermediate IT skills • Excellent planning and organisational skills • Ability to work calmly under pressure. 	
Additional Requirements	<ul style="list-style-type: none"> • 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 21 hours per week working Friday, Saturday & Sunday.

Location

The post holder will be mostly based with our Hackney and Tower Hamlets Team.

Salary

Between £30,074 - £33,241. 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: Wednesday 15th July 2026 at Midnight

1st stage interviews: Week commencing Monday 20th July.

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