



Job Description

- Job Title:** **Hospital to Home Support Co-ordinator** for Frail Older People, Acute Care of the Elderly (ACE) Team, Royal Devon University Hospital (RUDH)
- Salary:** **£8,788 actual pro-rata**
£26,012.48 FTE
- Hours:** 12.5 hours per week, Monday's and Wednesday's.
Additional hours will also be required occasionally to provide cover when your co-worker takes annual leave.
- Duration:** Permanent
- Location:** The ACE unit currently on Capener Ward, also Acute Medical Unit (AMU), Medical Triage Unit (MTU) and Emergency Department (ED) of the Royal Devon & Exeter Hospital Trust and Age UK Exeter's Sycamores office, as well as some remote/home working.
- Responsible to:** Age UK Exeter's Senior Hospital to Home Support Co-ordinator.
- Working with:** A multi-disciplinary team of clinicians and therapists as well as the wider Age UK Exeter staff and community, voluntary and statutory services

Job Purpose

- To work as part of a multi-disciplinary team to prevent unnecessary admissions of frail older people referred or presenting to the RUDH
- To provide frail older people and their carers with information and support to access local voluntary sector services appropriate to their needs so as to facilitate a safe and timely return to home and reduce the likelihood of re-admission

Key Responsibilities

- To develop positive working relationships with members of the ACE Team, members of the AMU and MTU teams and allied professionals
- To comply with the policies and protocols that apply to the ACE team and the Hospital Trust in general and with those of Age UK Exeter
- To research and develop a database of the types, availability and criteria of voluntary sector support services available in Exeter, East, West and Mid-Devon
- To write case studies, on a quarterly basis, to show case how the Hospital to Home service benefits patients going home from hospital within the ACE team and distribute these to hospital and AUKE staff
- To assess frail older people attending the ACE Unit and their carers regarding benefit entitlements and their non-statutory support needs both at home and in the community
- To give information and guidance on relevant benefits and advice and support on how to access them
- To take responsibility for ensuring that your knowledge of relevant benefits is accurate and up to date
- To refer on behalf of clients to appropriate forms of non-statutory community support, agreeing an action plan that meets the client's needs
- To monitor referrals to ensure requests and agreed actions have been carried out through timely contact with agency, client and carer
- To keep accurate case records of all interventions with clients and their carers

- To be pro-active in offering reassurance and emotional support to frail older people and their carers under ACE currently on Capener ward
- To participate constructively in the development of the ACE team and the service it offers, attending meetings as required
- To undertake training and induction that is necessary for the role
- To undergo the program of immunization set down by the Hospital Trust for all staff, volunteers and third parties who are engaged to work at the hospital
- To comply with infection control measures and wear clothing that leaves fore-arms bare
- To undertake any other duties commensurate with the post

Probationary Period: 3 months from commencement of post.

Annual Leave: 7 weeks per annum, including Bank Holidays on a pro rata basis.

Pension: Staff aged between 22 and state retirement age earning above the threshold for incometax will be automatically enrolled into the Zurich Age UK pension scheme based on a 5% contribution by both employer and employee. Staff may opt out of the scheme within 30 days of receiving the scheme's joiner's pack for a full refund of any contribution made. Other staff may opt to join the scheme upon request

Notice: One month's notice will be required in writing by either side. One week during the probationary period.

Travel A mileage allowance of 45p per mile is paid for essential travel.

This post is subject to an enhanced Disclosure and Barring Service check

Closing date: 27th May 2024 9am.

Interview date: Friday 7th June 2024



Person Specification

Hospital Based Support Co-ordinator, ACE Team, RD&E

Essential

- Experience of working with older people in a professional setting
- Experience of assessment and care planning to meet agreed needs and goals
- Experience of providing information to and advocating on behalf of people with needs
- Knowledge and understanding of the needs of older people and their carers
- Knowledge and understanding of the roles of the statutory health and social care services and the voluntary sector, and the interface between them
- An understanding of benefit entitlements as they apply to older people and their carers
- Good verbal and written communication skills
- Ability to undertake person-centred assessments and develop individual care plans
- Good administration and IT skills
- Ability to influence and build positive relationships with external agencies
- Good planning and organizational skills
- Ability to prioritize and make timely decisions
- Ability to empathize with people in challenging or traumatic situations

Desirable

- Working in, or closely with, the voluntary sector
- Working in a multi-disciplinary team
- Experience of helping people achieve their benefit entitlements
- Knowledge of the local voluntary sector in Exeter, East and Mid-Devon

To apply please send a CV and covering letter which states how you meet the person specification to info@ageukexeter.org.uk