

Job Description

Job Title	Hospital to Home Officer for Frail Older People, Acute Frailty Team, Royal Devon University Hospital (RUDH)
Hours of work	12.5 hours per week. Additional hours will also be required occasionally to provide cover when your co-worker takes annual leave.
Salary	Available upon request
Working pattern	Mondays and Wednesdays
Place of work	The Acute Frailty unit is currently on Capener ward - RDUH and Age UK Exeter's Sycamores office, as well as some remote/home working.
Annual leave	6 weeks pro rata
Status	Permanent
Probationary Period	6 months from commencement of post
Benefits	• Company Pension • Free on-site parking • Blue Light Card • Regular Clinical Supervision (where relevant to role)

Job Purpose

To work as part of a multi-disciplinary team to prevent unnecessary admissions of frail older people referred or presenting to the RDUH

To provide frail older people and their carers with information and support to access local voluntary sector services appropriate to their needs as to facilitate a safe and timely return to home and reduce the likelihood of re-admission

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

Key Responsibilities

- To develop positive working relationships with members of the Acute Frailty Team, members of the AMU and MTU teams and allied professionals
- To comply with the policies and protocols that apply to the Acute Frailty 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 Acute Frailty team and distribute these to hospital and AUKE staff
- To assess frail older people attending the Acute Frailty 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 the Acute Frailty team currently on Capener ward
- To participate constructively in the development of the Acute Frailty 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.

Other Duties

This job description is intended as a guide to the general duties required of the post. The post holder may be required to undertake training and perform duties other than those given in the job description. The duties and responsibilities attached to posts may vary from time to time. Such variations are a common occurrence and would not justify the re-evaluation of a post. Where a permanent and substantial change in the duties and responsibilities occurs, then the post would be eligible for re-evaluation.

Disclosure and Barring Service (DBS)

This role requires an enhanced DBS check.

This post is exempt from the Rehabilitation of Offenders Act 1974 and therefore applicants are required to declare:

- All unspent cautions and convictions cautions
- All adult cautions and spent convictions that are not protected (i.e. that are not filtered out) as defined by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended in 2020).

For further information on filtering please refer to Nacro guidance, the Disclosure and Barring Service (DBS) guidance or Ministry of Justice (MOJ) guidance (see, in particular, the section titled 'Exceptions Order').

We recognise the contribution that people with criminal records can make as employees and volunteers and welcome applications from them. A person's criminal record will not, in itself, debar that person from being appointed to this post. Any information given will be treated in the strictest confidence. Suitable applicants will not be refused posts because of offences which are not relevant to, and do not place them at or make them a risk in, the role for which they are applying. All cases will be examined on an individual basis.

Equal Opportunities

All employees have a responsibility to understand and abide by the obligations laid down in the organisation's equal opportunities policies.

Health and Safety

All employees have responsibility for their own health and safety and for that of others who may be affected by their acts or omissions. Staff members are required to adhere to all health and safety regulations, guidance and procedures at all times.

Confidentiality

All employees are expected to respect confidentiality in relation to Age UK Exeter business, client and service user data.

How to Apply	Please send a completed application form to: info@ageukexeter.org.uk Application forms can be requested via this same email address, or by telephoning the Age UK Exeter office on 01392 202092
Closing Date	5pm Wednesday 29 th July 2026
Interview Date	Tuesday 4 th August 2026

Person Specification

Essential Criteria

- Experience of working with older/vulnerable 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 Criteria

- 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, West and Mid-Devon