

JOB DESCRIPTION

JOB TITLE:	Home Support Co-Ordinator
DEPARTMENT:	Home Support
RESPONSIBLE TO:	Home Support Team Leader
RESPONSIBLE FOR:	N/A
LOCATION:	Community based working

JOB PURPOSE AND ROLE:

The Home from Hospital service is to provide a short-term practical support for people being discharged from hospital. This involves triaging and facilitating a smooth discharge home from hospital and follow up visits for tasks such as shopping, light housework to ensure their house is safe to live in, transport to appointments, meals preps etc.

The service also aims to reduce hospital readmissions through working with a client to assess their needs holistically which includes the use of assisted technology. This service can be provided for those who have not been in hospital but are at risk of requiring hospital support.

The role involves visiting clients who have been discharged from hospital for an initial assessment to determine what support they need to enable them to stay at home independently and avoid being readmitted into hospital. This may involve carrying out weekly client visits to ensure we are meeting the service demand and follow the individual through their journey.

The role requires regular contact with volunteers and assistants when needed to support the service. The tasks of the volunteer or assistant can vary from shopping, light housework, companionship, transporting client to appointments etc.

The role will require working in Hospital Discharge Lounges supporting clients and assisting with transport back to their homes.

*** An Enhanced DBS Check will be required**

*** A full driving license and access to a vehicle for work purposes including transportation of patients is required (with appropriate business insurance)**

PRINCIPLE RESPONSIBILITIES AND DUTIES

1. Deliver a person-centred approach by assessing the requirements of clients in their own home following their discharge from hospital, using health and wellbeing score frameworks to co-produce a tailored support plan to meet the client's needs and wishes.
2. Working with referrers and clients to triage referrals that come through to ensure appropriate support is provided.
3. Work collaboratively with volunteers to ensure support is provided for clients to meet their needs.
4. Motivate and support individuals to identify their own goals aspirations as well as developing self-management strategies to improve their health and wellbeing and maintain their independence. Ensuring that guided conversations are led by the individual and that they are at the centre of everything we do.
5. Work within the discharge lounges in hospitals across Worcestershire when required supporting clients and assisting with transport back to their homes.
6. To support clients where possible to use assisted technology and/or support clients to move towards online e.g prescription service, online food shopping etc.
7. To refer clients who consent into other Age UK H&W and services provided within our communities to promote independence and avoid readmission to hospital.
8. To maintain accurate and contemporaneous client records using designated electronic/other organisational databases and provide written and verbal reports as required.
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10. To form an active part of the team, participating in team meetings and attending regular 1-1s and appraisals.
11. To think and act in a supportive and non – judgmental way.
12. To be prepared to undertake regular training as required by the Service, including online training modules
13. To carry out any additional relevant tasks or duties as required on the instruction of any manager
14. To ensure that safeguarding of service users is a key priority and take any necessary internal and external procedures and actions
15. Work in accordance with GDPR, Safeguarding, best practice and quality frameworks.
16. Take responsibility for own personal development and learning. Undertake

training as required.

17. Positively promote and publicise the work of Age UK H&W.

General:

- To undertake other such responsibilities and duties as may be required by your line manager within the level and grading of the post, working flexibly as required.
- To work collaboratively with others in achieving the aims and objectives of Age UK Herefordshire & Worcestershire set out in the Organisational Strategic Plan.
- To work within the policies Procedures and quality frameworks adopted by Age UK Herefordshire and Worcestershire with particular attention to equal opportunities, data protection/confidentiality, safeguarding and health and safety requirements.
- To participate in relevant audits and continuous improvement programmes, to ensure service delivery is maintained in line with internal and external standards.
- To participate in the supervision and appraisal systems adopted by the Organisation.
- To undertake relevant training as required by the organisation and agreed with your line manager.
- To actively demonstrate and support our Charity values: we are friendly, we work together, we are always learning, we are flexible, we make a difference.

Values:

All post holders are expected to know, understand and act within the ethics and values of the Charity.

- We are friendly
- We work together
- We make a difference
- We are always learning
- We are flexible

PERSON SPECIFICATION

The following criteria will be assessed from information provided on your application documents, during the shortlisting and assessment process

Experience:

- Experience of working with older people
- Experience of using CRM systems for monitoring and evaluation of data.
- Experience of working in health and social care environment

Knowledge:

- Good geographical knowledge of Worcestershire
- Knowledge of the health and social care structure with Worcestershire and how the various partners fit together
- Knowledge of the voluntary and community sector and their role in supporting the health and statutory services
- An understanding of the Home First principle
- Good knowledge of safeguarding principles and how to apply them in practice

Skills:

- Excellent written and verbal communication
- Good problem solving skills
- Good organisational skills with the ability to manage conflicting priorities
- Good IT skills proficient in the use of Microsoft packages
- Diplomatic approach to handling sensitive situations respectfully and compassionately whilst fulfilling our duty of care
- Self-disciplined and highly motivated; a self starter, happy to structure and organise own work
- Able to prepare and convey information in a way which is accessible to both older people and professionals alike.

Education and Training:

NVQ Level 3 Health and Social Care or equivalent experience