

JOB DESCRIPTION

JOB TITLE:	Home from Hospital In-Reach Coordinator
DEPARTMENT:	Home from Hospital Team- Home Support
RESPONSIBLE TO:	Home from Hospital Service Manager
RESPONSIBLE FOR:	N/A
LOCATION:	Predominantly based in Worcestershire Hospitals – with some travel throughout the county

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.

As the Hospital In Reach Co-Ordinator you will work closely with the discharge teams at the acute hospitals (Worcestershire Royal and Alexandra Hospital Redditch), liaising with referrers and patients directly to facilitate a smooth discharge of patients to their own homes.

The Hospital In-Reach Co-Ordinator will also work closely with NHS colleagues across the system to ensure that the most appropriate level of support is provided for each patient, with the aim of reducing pressure on health and social care systems, to improve patient flow within hospitals and to provide an improved patient experience.

Although this role will be mostly hospital based, support will also be required in the community. This could include visiting patients who have been discharged from hospital to determine the level of support needed to enable them to regain their independence and avoid being readmitted into hospital.

As a Hospital In-Reach Co-ordinator, you will work closely with the Home Support Service Manager, Home from Hospital Co-ordinators and volunteers to ensure the service is meeting patients' and commissioners' requirements.

*** 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. To work within our local Acute Hospitals, developing relationships with professionals, liaising with referrers to assist in timely and safe discharges.
2. To liaise directly with patients whilst in hospital if pre discharge support is required, including working with external contractors to ensure a house is safe for a patient to return to.
3. To deliver a person-centred approach by assessing the requirements of patients 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 patients' needs and wishes.
4. To 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. To work collaboratively with volunteers to ensure support is provided for patients to meet their needs.
6. To support patients where possible to use assistive technology and/or support patients to move towards online e.g prescription service, online food shopping etc.
7. To refer patients who consent into other relevant services to further support them to stay independent at home and refrain from being admitted back to hospital.
8. To promote the Help at Home service as an exit route from the independence at Home Service.
9. To maintain accurate and contemporaneous patient records using designated electronic/other organisational databases and provide written and verbal reports as required.
10. To maintain accurate and contemporaneous patient records using designated electronic/other organisational databases.
11. To form an active part of the team, participating in team meetings
12. To think and act in a supportive and non – judgmental way
13. To be prepared to undertake regular training as required by the Service, including online training modules
14. To carry out any additional relevant tasks or duties as required on the instruction

of any manger

15. To ensure that safeguarding of service users is a key priority and take any necessary internal and external procedures and actions
16. To work in accordance with GDPR, Safeguarding, best practice and quality frameworks.
17. To take responsibility for own personal development and learning. Undertake training as required.
18. To 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
- Experience of working in a fast-paced environment
- Experience of building strong and positive working relationships with key partners and stakeholders

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
- Ability to network and create strong working relationships with colleagues internal and external to the charity.
- 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