

## Job Description

<b>Job Title:</b>	<b>Hospital Support Worker 3</b>
<b>Salary:</b>	£9.40 per hour
<b>Hours:</b>	20 Hours per week
<b>Days and Times:</b>	Wednesday, Thursday Friday and Saturday, 5pm – 10pm
<b>Responsible to:</b>	Hospital Support Services Coordinator
<b>Responsible for:</b>	Wellbeing of Patients in the A&E/CDU
<b>Main Location:</b>	The Hillingdon Hospital
<b>Status:</b>	Permanent
<b>Main Purpose of Job:</b>	Provide non-medical support and reassurance to older patients in the above departments and escort patients who are fit for discharge home with transport provided and settle them in at home.

**Main responsibilities and tasks:  
(categories 1.0 – 4.0 and content are flexible, section 5.0 is fixed)**

### 1.0 Service Delivery

- 1.1 Give non- medical support and assistance to older patients in the departments.
- 1.2 Provide practical and emotional support to patients, their relatives and carers.
- 1.3 Inform family/ NOK/ Carers of the whereabouts of patients, as appropriate.
- 1.4 Support and liaise with Medical Teams.
- 1.5 Obtain personal details for the purpose of referral in line with GDPR.
- 1.6 Refer/signpost patients to other services and agencies, such as Home from Hospital.
- 1.7 Escort patients, who are fit for discharge home with transport provided as appropriate.
- 1.8 Undertake general home safety assessment. Ensure home is well lit and warm.
- 1.9 Ensure that all work is carried out in a safe manner and ensure Age UK HHB Health & Safety policy is adhered to.
- 1.10 Report any incidents and concerns regarding the patients to one of the Medical Team immediately.
- 1.11 Report any incidents and/or concerns to your Line Manager.
- 1.12 Complete all paperwork and notes in a legible manner.

### 2.0 Team Working

- 2.1 Attend Training, Team Meetings, Support & Supervision and Appraisals as arranged by your Line Manager.
- 2.2 Be flexible in your approach to meet service and patient needs You may be asked to cover sickness and holiday hours within the A&E or Take Home and Settle Teams.
- 2.3 Maintain professional standards at all times.

### 3.0 Finance and Administration

- 3.1 Complete and submit timesheets/ overtime sheets for collection at the end of each month.

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### 4.0 Quality and Service Development

- 4.1 Actively promote our services to patients, their families and carers.
- 4.2 To be aware of the Health, Safety & Welfare of yourself, the public and your patients reporting any hazards to your Line Manager.
- 4.3 Be accepting of and open to change that may affect our services.

### 5.0 General

- 5.1 To maintain own professional expertise, including attending training as necessary and be subject to supervision and an annual appraisal.
- 5.2 To attend staff meetings, away days and other similar staff events.
- 5.3 To ensure all activities are carried out in harmony with Age UK HHB's mission and within the spirit of its equal opportunities policy and to abide by the policies of Age UK HHB.
- 5.4 All staff are expected to undertake their own computer work, both in the production of correspondence and documents, date recording, e-mailing and internet research.
- 5.5 It is the nature of the work that tasks and responsibilities are in many circumstances unpredictable and varied. All employees are expected to work in a flexible way.
- 5.6 Some meetings and other events may be held out of normal office hours and may involve travel away from the local area.
- 5.7 The above items outline the main duties and responsibilities of the post and are designed to give an accurate flavour of the nature and scope of this post. However, they do not represent an inclusive list of all the duties required.
- 5.8 This post is classed as regulated activity for the purposes of DBS. Confirmation of appointment to this post will be subject to an enhanced DBS check with Access to the Adults Barred List. Initial fee of £44.00 to be paid by employee, renewal fees will be paid by Age UKHHB.

**Age UK HHB is committed to safeguarding and promoting the welfare of all older people and children within the London Boroughs of Hillingdon, Harrow & Brent.**

# Person Specification

Education & Training	
Essential Criteria	Desirable Criteria
Have a good standard of written and spoken English	Speak another language.
Training relevant to the role	

Experience	
Essential Criteria	Desirable Criteria
Have some recent experience of having worked with/ cared for an older person or older people	

Knowledge and Skills	
Essential Criteria	Desirable Criteria
Have a good understanding of the needs of and issues facing older people	
Have a good understanding of other services available to our client group	
Organised & able to prioritise tasks	Basic IT competence
Be able to work with colleagues and have good customer relation skills	
Be able to work independently or as part of a team	
Be supportive of your team members and work colleagues	

Personal Attributes	
Essential Criteria	Desirable Criteria
Be of a happy, kind and caring disposition	
Be confident	
Have a clean and smart appearance	
Be innovative, self-motivated and able to work without direct supervision	