

**Age UK Leeds**

**Job Description**

**Job Title: Support Worker (Hospital) - Hospital to Home (H2H) Service**

**Accountable to: Operations Manager, Hospital to Home, with the support of Care**

**Coordinators**

**Location: St James’ University Hospital, Leeds**

**Hours: Part Time: 112 hours over the course of a 4-weekly rota. This**

**averages at 28 hours per week and requires working alternate**

**weekends. Current service hours are between 08:30am and 7pm**

**but these may alter based on the needs of the service and**

**funding.**

# Job Purpose

1. To facilitate hospital discharge, prevent further admissions and to address the support needs of individual clients through assessment.
2. To provide the support needed to deliver against an individual’s support needs.
3. Effective signposting/referrals onto other service providers for longer term support.

**Main Duties and Responsibilities**

**Assessment**

1. Whilst receiving inpatient treatment or an attendance at A&E, identify and assess the immediate support needed by individual clients, on appropriate wards/units, to return home and settle safely.
2. Undertake pre-discharge home circumstances checks and, where possible, take reasonable steps to ensure that the home is a safe location for discharge.
3. Actively engage with Care-Co-ordinator to complete a structured discharge plan for all eligible clients. This can include transporting/escorting home and practical help to assist them settling back in at home

1. At the point of the initial service delivery and assessment, with the Care Co-ordinator, agree up to 3 days of support needed to the client and provide this accordingly.
2. Identify the particular needs of clients from diverse communities and take steps to ensure that appropriate support is offered/provided to them and, where appropriate, work closely with other agencies to address their specific needs.

**Provide Support/assistance/care**

1. Deliver relevant services to clients in accordance with the agreed plan in a person- centred way.
2. Assist individuals to identify post-discharge support networks and take steps to address any gaps (sign-post/refer on to other community-based services within Age UK Leeds or externally).

**Working Collaboratively**

1. Both on the wards and in the H2H Hub, work closely with both Health Care Professionals and members of the public to identify clients requiring support.
2. Develop and maintain knowledge of local community resources (such as activities and services that may have an impact on health and wellbeing) and support individuals to access these.
3. In conjunction with other health and social care staff, provide, obtain and highlight sources of information and advice for older people/carers on all matters relating to their caring role, health and social care, housing, financial matters, living with long term conditions and leisure activities etc.
4. Provide information and advise clients on areas that appertain to the role and to refer all other information and advice enquiries to the I&A Service/Team at AUKL.
5. Support clients and their families/carers to access any services needed for the client to remain living independently by effective referrals onto longer term support and/or services.

**Record Keeping**

1. Collate data and complete relevant paperwork for individual clients supported.
2. To maintain detailed, accurate paper records, to collect routine data for the monitoring and evaluation of the service; and to assist the Operations Manager and Care Coordinators in producing reports, as required.

**Service and Personal Development**

1. To participate in internal supervision and personal development processes.
2. Identify own training and development needs - in conjunction with your Line Manager - and participate in training opportunities (internal and external) as directed.
3. Contribute to the achievement of annually set individual and team targets.
4. To participate in evaluation and analysis of the service at appropriate intervals, including organising user consultation, and making recommendations for feedback to appropriate bodies about the development of the service.
5. To attend regular team meetings and contribute in a positive and respectful way.
6. To maintain awareness of other Age UK Leeds services and activities.

**Compliance with Policies and Procedures**

1. Refer all safeguarding issues to the Age UK Leeds Safeguarding Lead or Deputy Lead.
2. To work in accordance with health and safety at work practices and within Government/Statutory/Legislative and Age UK Leeds policies and procedures at all times.

**Other Responsibilities and Expectations**

1. To support Age UK Leeds approach to a broad, visible diversity and equality agenda and to ensure that all of Age UK Leeds’ services take account of the needs of the whole community.
2. To assist the Operations Manager and Care Coordinators in promoting the service to encourage referrals and continue to raise its profile, whilst maintaining the integrity and quality for which it is known.
3. Represent the organisation in a knowledgeable and professional manner at all times.
4. Maintain appropriate professional boundaries at all times.
5. Other duties, as directed by the Operations Manager, which are consistent and commensurate with the responsibilities of the post and the needs and development of the service.

***No job description can be entirely comprehensive and the job holder will be expected to carry out such other duties as may be required from time to time and which are broadly consistent with the job description and status of the post within the organisation***