

Discharge Services Administrator

About the organisation

Age UK Lincolnshire is an independent local charity, part of the Age UK brand partnership. We are a fast paced, forward thinking and friendly organisation, supporting more than 6000 people every month. Based at our activity centre on Park Street in Lincoln, we support clients right across the county through activities, social groups and the many services we provide.

Our vision – **a world where older people flourish** – is delivered in the pursuit of our strategic priorities and values:

To improve the lives of older people	Caring & Understanding
To increase our organisation's financial sustainability and contribution to the local economy	Dedicated & Passionate
To be leaders in providing high quality services and achieve customer excellence	Dignity & Respect
To be a partner of choice	Independence
To be an employer of choice for staff and volunteers	Compassionate

We employ more than 260 people in 19 different departments who are supported by more than 150 volunteers. As we continue to grow as an organisation, we are looking for the right people to join us. If you're motivated by our vision, believe in our strategic priorities and embody our values in everything you do, why not apply for a role at Age UK Lincolnshire.

Our recruitment and selection process

All candidates are required to complete our [application form](#) to ensure a fair and consistent process; CVs will not be accepted.

The questions we ask are designed to capture the key information about your employment history and the skills and qualifications you have gained whilst at work or in education. We encourage applicants to use the job description and person specification

when completing their application to demonstrate they understand the role for which they are applying.

Applications are sent to the hiring managers for short listing once the job advert has closed. In some cases, your application may be sent before the closing date if a sufficient number of applications are received.

We are unable to provide feedback on any application received by the organisation.

Job Description

Job title:	Discharge Services Administrator
Location:	Lincoln – primarily office based
Hours of work:	35 hours per week
Contract:	Fixed Event (until 31 st March 2026)
Responsible to:	Service Manager
Job purpose:	As an office-based Administrator you will provide a recognisable and accessible point of contact for all staff and stakeholders from across Lincolnshire's Integrated Care System. The Administrator will be responsible for supporting delivery of a person-centred service, helping patients of Lincolnshire hospitals to either achieve a safe discharge from hospital or avoid hospital admission.

This core service aims to deliver a holistic approach to every person who is considered medically able to receive health care in their own home.

The Administrator will support the Service Manager to implement and deliver an integrated service, within a central Hub. The Hub will act as a first point of contact for triaging referrals, allocating the caseload, providing low-level information and guidance, and managing crisis points by working closely with the wider team.

In this challenging and highly rewarding Administrator role, you will be a key player and integral link between our established Community Connector, Care and Support Teams, and the professionals from across the health and care system and the services they are referred and signposted to. You will diligently complete and monitor a CRM to ensure a smooth transition for the patient, and that a safe discharge or prevention of admission is achieved. You will undertake various administrative tasks including coordinating the workforce to ensure full service is available across the county, whilst assisting with the preparation required for funding applications to be submitted to a panel for approval.

You will be an effective communicator, adept at prioritising your workload and communicating effectively with all members of the team to ensure the smooth running of our service.

Key Responsibilities

- Be the first point of contact for the Age UK Lincolnshire discharge service and professionals from across the health and social care system.
- Support the Service Manager by understanding active cases and administering the support required in the time frames necessary.
- Support all teams involved in the service with triage and grant funding administration.
- Prepare grant fund applications for panel, and arrange for appropriate panel members to meet at short notice for a decision to be taken on the award.
- Contact external and internal service providers, e.g., care and support services, handyperson services, deep clean services etc, in order to provide the panel with a quote for work and options for costs and delivery dates.
- Complete, monitor and audit all client records input onto the CRM for accuracy and ensure any follow up tasks are completed.
- Carry out follow up calls and offer telephone support, sign posting and referrals to support customers to retain their independence.
- Demonstrate a person-centred problem-solving approach.
- Maintain effective, timely and clear communication with all agencies.
- Maintain the strictest confidentiality and ensure all Data Protection guidelines are adhered to at all times.
- With consent, liaise with third party providers / agencies involved with a client, ensuring provision of integrated services and positive partnership working.
- Apply principles of Adult Safeguarding and act with due regard to the Mental Capacity Act, Equality Act and the Care Act 2014; reporting to senior colleagues where concerns arise.
- Support the department by ensuring uninterrupted service delivery for clients during planned and unplanned staff absence.
- Ensure all Age UK Lincolnshire policies and procedures are adhered to and applied in day-to-day practice
- Work in accordance with Age UK Lincolnshire's Information Governance policy and procedures.
- Actively assist and promote Age UK Lincolnshire in the growth and development of the organisation as a whole.
- Support the department with marketing/promotional events as and when required.
- Carry out all other duties as deemed reasonably appropriate by your Line Manager.
- At the heart of our organisation, a "One Team" approach aims to support creative and flexible responses from every member of our workforce to benefit each and every older person using our services; from personal care, support services,

befriending, information and advice, retail and fundraising; there is an expectation for everyone to support colleagues beyond their own team.

- Carry out all other duties as deemed reasonably appropriate by your Line Manager.

Person Specification

E	Essential	D	Desirable	A	Application	I	Interview
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Experience

Evidence of customer service experience	D	A/I
Experience of working in a busy fast-paced working environment.	E	A/I
Experience of working to time constraints	E	A/I
Experience and understanding of Adult Social Care provisions	D	A/I
Evidence of using IT, common software packages (Outlook, Excel, Word, PowerPoint/Publisher) and databases as an integral part of a role	E	A/I
Evidence of developing good working relations with external and internal customers and organisations	D	A/I
Experience of working with older people	D	A/I

Knowledge

Excellent communicator - with proven ability to communicate effectively both verbally and in writing and liaise effectively with people at all levels and from a variety of cultural backgrounds	E	A/I
Excellent telephone manner and good customer service skills	E	A/I
Understanding of a person-centred approach.	E	
A good understanding and ability with IT, including common software packages (Outlook, Excel, Word, PowerPoint/Publisher) and databases including data inputting	E	I
Knowledge and understanding of customer confidentiality	E	A/I
Awareness of the function of Age UK Lincolnshire's services and support	D	A/I
Good local knowledge of services for older people	D	A/I
Knowledge and understanding of Adult Social Care provisions	D	A/I

Education & Qualifications

Good standard of general education.	E	A/I
Evidence of continuing personal development	E	A/I
Willing to undertake appropriate training and development; remaining compliant at all times	E	A/I

Personal Qualities

Friendly and caring with well-developed listening skills	E	I
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Well-presented, articulate and business like	E	I
Enthusiastic, hardworking and adaptable	E	I
Ability to work effectively as part of a team, with the initiative to work alone when required	E	A/I
Willing to accept instruction and responsibility	E	A/I
Excellent organisational skills and good time keeper	E	A/I
Flexible approach, enthusiastic and outgoing	E	A/I

Additional Information

Probation Period

This role is subject to a three-month probationary period.

DBS (Disclosure & Barring Service)

This post requires a basic DBS check (adult's barred list).

Flexibility

Ability to work flexibly to suit business needs – very occasional out of hours work.

Conditions of Employment

- Receipt of two satisfactory references (one must be a professional reference from your current or most recent employer; neither may be related to you)
- Proof of your right to work in the UK (please visit <https://www.gov.uk/prove-right-to-work> to find out what documents we can accept as proof of identity)
- A satisfactory basic certificate issued by the Disclosure and Barring Service (please visit <https://www.gov.uk/government/publications/dbs-identity-checking-guidelines/id-checkingguidelines-for-standardenhanced-dbs-check-applications-from-1-july-2021#group-1-primaryidentity-documents> to find out what documents we can accept as proof of identity)

To find out more about this role please email HR@ageuklincolnshire.org.uk or call 01522 696 000 and ask to speak to a member of the HR team.