

Discharge Services Community Connector

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 Community Connector
Location:	Lincolnshire Hospitals
Hours of work:	35 hours per week
Contract:	Fixed Event (until 31 st March 2026)
Responsible to:	Service Manager
Job purpose:	Working in partnership with Lincolnshire's Hospitals, supporting timely, compassionate, and practical hospital discharge and admission avoidance.

Supporting an integrated model of care for vulnerable people, carers and families, you will work closely with colleagues from across the Voluntary, Health and Social Care sectors by delivering:

- Holistic care planning, support and co-ordination of contact with the patient.
- Developing a good working relationship with the Health and Care staff across all disciplines.
- Facilitate a smooth and co-ordinated approach by liaising with a range of multi-disciplinary professionals who are involved in the person's care and support.
- Signpost and refer to a range of services and organisations to promote health, wellbeing and to maintain independence within communities.
- Provision of information on access to relevant benefits and grant funds.
- Enable a reduction in demand on statutory services to combat unnecessary hospital admissions, residential care placements and GP referrals.

Main Duties and Responsibilities

- Have a visible presence on site at designated Lincolnshire hospitals.

- Work closely with Age UK Lincolnshire's Discharge Services Team and health, social care and voluntary sector colleagues, to ensure customers have access to practical support and up-to-date information and resources.
- Accept and actively seek referrals from health and social care staff, other members of the multi-disciplinary health and social care teams for individuals, their families and carers.
- Develop and sustain excellent working relationships with all relevant health and social care staff.
- Participate in hospital level multi-disciplinary meetings, as required.
- Liaise with a range of multi-disciplinary statutory and voluntary sector professionals who are involved in a person's care ensuring a smooth and coordinated approach.
- Ensure contact with the person is timely and continued support is tracked for reporting outcomes.
- During a 'positive guided conversation' with the person create a holistic care plan of support.
- Develop close working relationships with neighbourhood teams and community services.
- Hold and maintain an excellent knowledge of local services across all sectors, particularly community-based services.
- Assist individuals to access community care assessments; following up to ensure the process is going smoothly and have knowledge of outcomes.
- Identify if affordability is a barrier to accessing services, and if so, provide basic information on relevant welfare benefits and grants, and refer for more in-depth advice where necessary.
- Identify unpaid carers and enable access into existing carers support.
- Keep accurate up to date electronic records of client contact, including accessing and updating databases in a timely manner.
- Record and collate required information and send accurate scheduled and on demand reports to the Service Manager.

General Responsibilities

- Work collaboratively with Service Manager and discharge teams and colleagues.
- Attend team meetings and share best practice and knowledge.
- Display a positive, enthusiastic and forward-thinking approach towards the service and the organisation, using creative thinking to support people with their concerns.
- Promote and foster the organisation's reputation and standing within the community and with private, statutory and voluntary sector agencies.
- Establish strong links with other Age UK Lincolnshire teams and contribute to the wider aims and objectives of the organisation.
- Work in accordance with Age UK Lincolnshire's policies and procedures.
- Attend any training courses as required.
- Demonstrate flexibility in line with service demand.

- Always adhere to all policies and procedures of the organisation.
- At the heart of our organisation, a “One Team” approach aims to support creative and flexible responses from every member of our workforce 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

Characteristic	E	D	Assessment
Evidence of face-to-face customer experience.	E		A/I
Experience of working with a complex and demanding workload	E		A/I
Evidence of developing partnership working with external and internal organisations.		D	A/I
Experience of working in health, social care or information and advice, in direct contact with people, families and carers in a paid or voluntary capacity		D	A/I
Experience of working with multi professional people across health social care the voluntary sector, primary care and GPs		D	A/I

Knowledge

Characteristic	E	D	Assessment
Understanding and appreciation of the needs of older people and persons at risk.	E		A/I
An 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 knowledge of Microsoft Office programs including Word and Excel. able to use standard applications as well as bespoke databases	E		A/I

Able to problem solve in a responsive manner and deal with situations arising in a calm and professional way.	E		A/I
Ability to collect and record data, and produce reports when required	E		A/I
Ability to think creatively and independently.	E		A/I
Awareness of the function of Age UK Lincolnshire's services and support.		D	A/I
Can demonstrate an approach to gaining knowledge of local services.	E		A/I
Ability to carry out assessments and produce care plans of support		D	A/I

Personal Qualities

Characteristic	E	D	Assessment
Well-presented and professional approach	E		I
Enthusiastic, outgoing and demonstrates flexibility.	E		A/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
Organised and a good timekeeper.	E		A/I
Professional and compassionate with ability to be supportive whilst maintaining professional boundaries	E		A/I
Tactful and diplomatic, able to build relationships with people from a wide range of backgrounds.	E		A/I
Can react to changing situations with the minimum of disruption.	E		A/I

Education and Qualifications

Characteristic	E	D	Assessment
Good standard of general education, including GCSE grade C or higher in literacy and numeracy	E		A/I
Evidence of training and ongoing development		D	A/I

Health and Social Care Level 3 or information and advice background		D	A/I
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Other Requirements

Characteristic	E	D	Assessment
Full driving licence with access to own vehicle, with appropriate insurance for business purposes.	E		
Satisfactory Enhanced DBS check	E		

Additional Information

Using your car

It is an essential requirement to have a full UK driving licence with access to your own car. You must provide your driving licence, proof of vehicle insurance with business use and the make, model and colour of your vehicle.

Probation Period

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

DBS (Disclosure & Barring Service)

This post requires an enhanced DBS check (adult's barred list).

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 enhanced 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.