

Discharge Wellbeing Coordinator

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 Wellbeing Coordinator
Location:	Community Based
Hours of work:	35 hours per week –hours will be worked between the hours of 08:30 – 19:00 to meet the needs of the business
Contract:	Fixed Event (until 31 st March 2026)
Responsible to:	Service Manager
Job purpose:	Working in partnership with Lincolnshire’s hospitals to alleviate additional winter pressures to support the provision of timely, compassionate, and practical support to individuals recently discharged from hospital. This telephone-based role offers a wellbeing call to all those discharged without a continuing package of care, to ensure they are safely recovering at home. Helping individuals access the resources and assistance they need to recover safely and avoid unnecessary readmission.

Main Duties and Responsibilities

Post-Discharge Contact:

- Contact recently discharged hospital patients within agreed timescales, in line with contract requirements.

Collaborative Working:

- Work as part of the Age UK Lincolnshire Discharge Support Service Team and health and social care colleagues, to ensure customers have access to practical support and up-to-date information and resources, including fact sheets and written materials.

Support Access:

- Assist patients by accessing practical and emotional support where no formal pathway exists.

Immediate Intervention:

- Facilitate short-term support to prevent hospital readmission e.g., home support services, prescription collection.
- Liaise with statutory, voluntary and private providers on behalf of the patient where necessary, to support their wellbeing and independence.

Workload Management:

- Approach this varied and demanding workload with enthusiasm, flexibility and professionalism.

Referral & Signposting:

- Refer or signpost customers to internal services and external organisations as appropriate.

Record Keeping:

- Conscientiously maintain accurate and timely records using Age UK Lincolnshire's CRM system (Salesforce).

Data & Reporting:

- Input, collate and monitor statistical data for service reports and prepare case studies to demonstrate impact.

Quality Assurance:

- Ensure service delivery meets high-quality standards in line with contractual, organisational and auditing requirements.

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
Experience of working in an Information & Advice provision	E		A/I
Experience of collaborative and proactive working within a team	E		A/I
Experience of working with a complex and demanding workload	E		A/I
Experience and knowledge of the statutory regulations and other key guidance in the health and social care system		D	
Experience of working with vulnerable people		D	

Knowledge

Characteristic	E	D	Assessment
Understanding and appreciation of the needs of vulnerable people and persons at risk	E		A/I
Excellent two-way communication skills 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	E		A/I
Awareness of the function of Age UK Lincolnshire's services and support		D	A/I
Awareness of support services in Health and Social Care across Lincolnshire	E		A/I

Personal Qualities

Characteristic	E	D	Assessment
Well-presented and business like	E		I

Professional approach with the ability to maintain confidentiality levels at all times	E		A/I
Ability to work effectively as part of a team, with the initiative to work alone when required	E		A/I
Approachable, empathetic, friendly and able to get on with others and be a strong team player	E		A/I
Willing to accept instruction and responsibility	E		A/I
Excellent organiser, proactive and a good time keeper	E		A/I
Flexible and enthusiastic approach, to both working hours and duties.	E		A/I
Good local knowledge of countywide services.	E		A/I
Commitment to providing a person-centred service.	E		A/I

Education and Qualifications

Characteristic	E	D	Assessment
A good standard of secondary education	E		A/I
Evidence of training and ongoing development		D	A/I

Other Requirements

Characteristic	E	D	Assessment
Satisfactory Enhanced DBS check	E		

Additional Information

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.