

JOB DESCRIPTION

Job Title:	Hospital Discharge Support Worker
Job Location:	Brunswick Village, 50 Brunswick Street, Manchester M13 9PE
Reporting to:	Services Manager
Hours of Work :	Full-time option is 35 hours per week, 10:00am-6:00pm, to be worked across a 7 day rota (including Bank Holidays) Part-time option is 17.5 hours per week, between 10:00am-6:00pm, to be worked across a 7 day rota (including Bank Holidays)
Contract:	Contracted initially until 31 May, 2022
Salary :	£25,000 pro rata PLUS Bank Holiday enhancements for all roles
Disclosure:	Criminal Records Bureau Enhanced Disclosure will be required

PURPOSE OF JOB

- a. Alongside your team of Support Workers, manage the day-to-day running of an efficient, high-quality, person-centred Home from Hospital Service, with referrals from North Manchester General Hospital or the Manchester Royal Infirmary
 - b. Ensure the practical and social support needs of vulnerable patients being discharged from Hospital are met to a high standard and within agreed timescales
 - c. Manage referrals and undertake home visits and ongoing telephone support for patients
 - d. Work with the Age UK Manchester Home Care team and other care professionals and volunteers to ensure patients are supported in maintaining and improving their independence and quality of life following discharge from hospital
 - e. Act as a representative from Age UK Manchester when liaising with Hospital staff and other agencies
 - f. Ensure that the Equal Opportunities, Health and Safety and Confidentiality policies of Age UK Manchester, as they apply to the service, are carried out properly
 - g. To work with other members of the team to improve the effectiveness of Age UK Manchester, providing relief cover for other staff if and when required
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TASKS

- a. Take referrals for patients being discharged from North Manchester General Hospital or the Manchester Royal Infirmary and identify priorities for a time-limited package of practical and social support
- b. Liaise with health professionals and care managers to ensure that comprehensive practical support designed to promote the physical and mental health of the patient is provided and to encourage the patient to maintain an independent lifestyle
- c. Visit discharged patients in their home and for their immediate practical and social support needs to be seen to (i.e. gas/electricity meter top-ups, getting shopping in, feeding pets, prescriptions collected, sat comfortably, etc.)
- d. Manage referrals for patients to access additional services and support
- e. Keep accurate, confidential records of client information and need

- f. Provide and maintain statistical information and case records as required for the efficient running of the service
- g. Manage safe working practices of lone workers
- h. Work as part of a team with other Hospital Discharge staff and volunteers to ensure the rota provides sufficient cover to operate a responsive service within agreed timescales from referral
- i. Liaise with patient carers/family members as needed as part of providing the patient with necessary support
- j. Where required, to attend meetings on behalf of Age UK Manchester, and to promote the work of the the organisation at these meetings
- k. Other such duties as may be required that are consistent with the duties and responsibilities of the post