

JOB DESCRIPTION & PERSON SPECIFICATION

Job Title:	Administrator, Hospital Discharge & Community Team
Reporting to (Job Title):	Coordinator, Hospital Discharge & Community Team
Grade	£12.33 per hour - Band 3
Hours of Work:	18 hours per week
Place of Work:	Waterside House, Station Road, Irthlingborough NN9 5QF
Purpose of Role:	To provide administrative support within the Hospital Discharge & Community Team (HDCT). HDCT works with patients who have been discharged home from hospital, and or vulnerable people in the community. The team supports them to maintain their independence in the home, avoiding admission and re-admission to hospital.
Main Tasks:	<p>To provide administrative support to the Coordinator, working with computerised database - Charitylog - and systems to monitor the service.</p> <p>To process incoming referrals from multi pathways, liaising with Coordinator and generating actions on system</p> <p>To maintain an up-to-date record of clients on Charitylog and monitoring systems to enable reports to be produced for Age UK Northamptonshire and external funders.</p> <p>To contact clients on a regular basis by telephone, providing a welfare check call to discuss support requirements, ensuring that any emergency needs are met.</p> <p>To contact clients with long-term health conditions in times of extreme weather warnings making the necessary arrangements to ensure food and essential medications are available for the duration.</p> <p>To maintain contact with the Support Workers prioritising work in times of emergencies.</p> <p>To assist the Hospital Discharge & Community Team Coordinator in the efficient running of the service generating actions for self and staff.</p> <p>To provide support in the absence of the Hospital Discharge & Community Team Coordinator during periods of holiday and sickness, ensuring that referrals are monitored and responded to appropriately.</p> <p>To attend training and meetings as appropriate to the position.</p> <p>To carry out other duties appropriate to the post.</p>

The tasks and responsibilities shown above are not exhaustive and should be regarded only as a guide. The jobholder will be expected to undertake any reasonable activities according to the needs of the service at the time. These will be subject to periodic review and may be amended to meet the changing needs of the service. The jobholder will be expected to participate in this process, and Age UK Northamptonshire would aim to reach agreement as regards any changes.

Person Specification

Job Title: Administrator	Grade: 3	
Dept.: Hospital Discharge & Community Team	Date: 02.07.25	
CRITERIA	D/E*	Assessed by A/I / R **
Qualifications & Training Good standard of general education Computer literate Competent user of word and excel	E E E	AF AF AF
Team Effectiveness Ability to work effectively as part of a team Ability to work alone and take initiative as the need arises	E E	AF & I AF & I
Customer Focus Understand the needs of the service, and able to respond sensitively to client queries and complaints	E	AF & I
Communication Calm telephone manner Able to communicate clearly both verbally and in writing	E E	I I
Alignment and Compliance – Aligned to the values, culture and mission of the charity. Knowledge of working within the voluntary sector	E D	I I
Prepared By: Sham Vehra	Date: 02.07.2025	
Authorised By: Su Brazell	Date: 03.07.2025	

A = Application Form, I = Interview, R = References