



JOB DESCRIPTION

Hospital Discharge Service Senior Coordinator

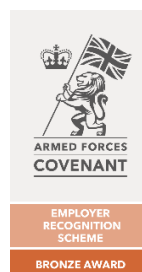
Post Title:	Hospital Discharge Service – Senior Coordinator	Pay Scale:	£22,522 per annum AUNN Band E
Department:	Advocacy & Community Services	Hours of Work:	37 per week
Responsible to:	Strategic Director – Advocacy & Community Services	Tenure:	Fixed term until 31 st March 2023
Based:	QMC/City Hospital, with some field work across Nottingham City	Date of issue:	November 2022

PURPOSE OF THE DEPARTMENT/SERVICE

The Hospital Discharge Service is a short term service supporting Nottingham City residents (18+) who are on Hospital Discharge Pathway 0 and who are medically fit to leave hospital, and require support to help them settle back home to prevent a hospital re-admission or decline in their wellbeing. Support is provided from the day of discharge for between 2 and 4 weeks.

The support is delivered by trained staff and volunteers via face to face visits and telephone support, and provides low level interventions (not including personal or medical activities). These interventions may include ensuring that citizens have food; heating; have support with collection of prescriptions, shopping and light cleaning; wellbeing checks, re-establishing of services and signposting/referring to other services to help improve health and wellbeing and maintain independence. The service will also identify, in discussion with the citizen, where extended support is needed, and an onward referral be made to our Wellbeing at Home Service or other appropriate community or voluntary service for longer term support.

Commissioned by Nottingham City Council as part of Adult Social Care, suitable referrals will be made via the Hospital Discharge Hub, to support the health and social care system to respond to winter pressures impacting on hospital bed and local authority workforce capacity, ensuring these citizens are able to return home safely to avoid a readmission to hospital.



PURPOSE OF THE POST

The key purpose of this role is to enable citizens to be discharged from hospital in a timely manner, aided by this low level support to achieve positive wellbeing outcomes and reduce unnecessary hospital re-admissions. On occasion referrals may also be received for a citizen who has already been discharged home.

Located within the Hospital Discharge Hub you will work closely with the Discharge Hub Teams to help identify appropriate referrals and then allocate to the service support worker and volunteers, alongside self-allocation/signposting when required. This will involve visiting the citizen on the ward to finalise any details and to arrange collection of keys as required for a home visit ahead of discharge by the service support worker if needed. The service will usually receive 24 hours notice of a hospital discharge taking place and will also make contact with the citizen on the day of discharge (excluding weekends).

You will line manage the Hospital Discharge Service Support Worker and volunteers (participating in the volunteers' recruitment, induction and training), and in addition to your direct line manager will also liaise closely with the Operational Manager – Wellbeing at Home and Digital Inclusion.

You will allocate volunteers to citizens and provide ongoing support to those volunteers once the support commences, supported by the service support worker, and where necessary you will also provide direct support to citizens.

The Hospital Discharge Support Worker and volunteers will provide direct support and empowerment to people to help maintain their independence in the community post discharge. A range of tasks will be undertaken which may include:

- Ensuring the citizen's home has heating and food on discharge
- Shopping or supporting to arrange online shopping or deliveries,
- Collecting prescriptions,
- Supporting with light domestic tasks
- Support with phone calls,
- Social interaction and companionship / emotional support and confidence building,
- Support for individuals to make appointments and transport arrangements,
- Restart services that may have ceased whilst they have been in hospital,
- Help to access the Household Support Fund where the citizen meets the necessary criteria
- Supported signposting/referrals for example to:
 - Warm & Wise or similar service, for those who are struggling to keep their homes warm in the winter
 - access benefit checks and make benefit applications through accessing appropriate welfare rights services, either internally or via other external organisations
 - other local internal and external services to meet the citizen's needs, including accessing social activities
- Provision of information both verbally and with relevant literature
- Encouraging citizens to eat, drink, encourage healthy lifestyles and monitor their general wellbeing

KEY DUTIES & RESPONSIBILITIES

The post holder is expected to demonstrate an acceptable level of competence in their role for each of the key duties and responsibilities listed below. Competence means demonstrating the required skills, abilities, attitude, and behaviors in your work role.

Communication and Customer Service (C&C)

1. Allocate all referrals (including self-allocation) to the service in a timely and efficient manner ensuring performance targets are met.
2. As appropriate complete an assessment either face to face or by phone to establish the individual's needs, goals and support needed.
3. To signpost and refer people to appropriate services as required.

Planning and Organisation (P&O)

1. To self-manage workload and working times in accordance with the needs of citizens and the service.
2. Recruit, train, induct and support a team of volunteers to support the service, and to allocate volunteers to citizens.
3. To record all meetings, visits and training in the Outlook Calendar.

Recording & Monitoring (R&M)

1. To accurately record all relevant information on a central database in a timely manner (Charitylog) and appropriate spreadsheets.
2. To keep all records updated to allow accurate reports and management information for submission to commissioners for monitoring and evaluation purposes
3. To ensure service evaluation is carried out by obtaining feedback from service users and volunteers.
4. To ensure all standard forms for the service (paper records and on Charity Log) are completed and maintained in line with the latest GDPR requirements.

Quality (Q)

1. Accept and process referrals into the service in a timely and efficient manner, ensuring performance targets are met.
2. Keep appropriate case notes for citizens and volunteers and ensure these meet quality requirements.
3. Make referrals to internal and external services following the charity's Customer Care Protocols and where possible using the A to Z guide.

Charity Focus (CF)

1. To have a good understanding of the services provided by the charity
2. To undertake relevant training to maintain skills and knowledge necessary for this post.

Team Work (TW)

1. To integrate and work with Hospital Discharge Hub Staff as well as wider staff within the charity.
2. To have a positive and flexible attitude to your work and to support colleagues to successfully plan and deliver the service, always prioritising the needs of citizens
3. Ensure the appropriate administration systems are followed.
4. Ensure that colleagues, volunteers, and your line management have access to the information they require to complete their roles
5. To support volunteers through a combination of ongoing telephone support, individual and group meetings as required ensuring that they have appropriate and safe interactions with citizens.

Specialist Knowledge (SK)

1. Knowledge of the needs of vulnerable people and the services available to them
2. Knowledge of the needs and motivation of volunteers
3. Knowledge of hospital discharge processes
4. Provide specialist SPECAL support for people with dementia (training will be provided)

Leadership (L)

1. To effectively line manage the service support worker by providing appropriate support, guidance and supervision.
2. Give support and assistance to volunteers where required, helping them to resolve problems efficiently and in good time.
3. To deal with employee relations issues in a timely and appropriate manner, in conjunction with your line manager and the HR Manager.

Charity Responsibilities - Standard Clauses

Your Needs

- You will keep under review your own developmental needs, keep yourself informed of current issues and be alert to the Age UK Notts training programmes and policies and attend all supervision meetings advised by your line manager. It is your responsibility along with your line manager to identify training and development needs and to inform your line manager of these (C&C, P&O).

Equality, Diversity and Inclusion

- You will uphold the Age UK Notts Equality and Diversity policies and practices thereby promoting fair and quality services to all. If Age UK Notts deem you have breached any of these policies this may be dealt with under the disciplinary procedure. All policies can be viewed on the Oracle - please ensure you refer to the Equality and Diversity Policy and the Bullying and Harassment Policy (Q, CF).

Health and Safety

- You will take reasonable care for your health and safety and have regard to other persons who may be affected by the performance of your duties, in accordance with the provisions of Health and Safety legislation and actively encourage, promote and reinforce all Health and Safety procedures in accordance with the guidelines laid down in the Age UK Notts Health and Safety Manual (Q).
- You will exercise proper care in handling, operating and safeguarding any equipment or appliance provided, used or issued by Age UK Notts or provided by a third party for individual or collective use in the performance of your duties (Q, C&C).

Safeguarding

- You will raise any concerns regarding safeguarding and report all allegations of abuse in line with the Age UK Notts Safeguarding policy (Q, CF, C&C).

Customer Care

- You will promote and deliver services in a way which is sensitive and responsive to those receiving such services and be aware of and implement the Age UK Notts customer care policies and service level agreement requirements (if applicable) (C&C, Q, CF).

Professional Integrity

- You will maintain at all times the professional integrity of the Charity and represent its main interests in any dealings with other bodies, groups and individuals (CF, Q).

Quality Assurance

- You will uphold and proactively contribute to the Age UK Charity Quality Standard (Q, CF).

Other

- Participate in, and promote fundraising & income generation (CF, C&C).
- Promote all Age UK Notts services and trading products (CF).
- You will attend staff meetings, the annual staff conference and other meetings as requested in order to keep up to date with information within the Charity (CF, C&C, Q).
- You will provide for your line manager regular timesheets, and any other reports or information as required (C&C).
- You will carry out any other specified tasks that may be reasonably required by the relevant Manager, with the proviso that any changes of a permanent nature will be included in the job description (TW).

This job description is intended as a summary of the main elements of the job described. They may be varied from time to time in consultation with the job holder without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.

I confirm that I have discussed the content of this Job Description with my line manager and that I understand its content.

Name of Employee:

Signature of Employee:

Date:

Name of Supervisor:

Signature of Supervisor:

Date:



Hospital Discharge Service Senior Coordinator

Please indicate on enclosed application form evidence to show why you fulfil each individual point below:

Essential Requirements

1. Ability to line manage a small team of paid staff and volunteers.
2. Knowledge of issues vulnerable people experience including understanding the needs of those at risk of reducing or losing their independence because of age, mobility, disability, or health conditions especially on discharge from hospital. (C&C, Q, CF)
3. Excellent interpersonal and listening skills with a friendly, sensitive, and supportive approach with citizens, colleagues, volunteers, and partners. (C&C, TW)
4. Ability to identify appropriate referrals and deliver person-centred support. (C&C/SK)
5. Ability to assess citizen's needs, allocating appropriately, planning appointments and geographical locations to use resources as effectively and efficiently as possible. (P&O)
6. Confidence to signpost people to a variety of services and support agencies (SK)
7. A flexible and solutions-focused approach to your work with a can-do attitude especially when met with unpredicted events. (CF + P&O)
8. Proven ability to work as part of a small team to ensure effective and efficient service delivery for older people. (TW)
9. Excellent organisational skills with an ability to effectively plan and organise your own workload and meet deadlines to ensure a reliable service delivery is achieved. (P&O)
10. Ability to keep accurate computer-based records (MS Office, Excel and Charitylog) producing clear, concise reports as and when required. (R&M)
11. Knowledge and understanding of Equality and Diversity issues and a commitment to implement the Age UK Notts Equality and Diversity policy. (C&C, Q, TW, CF)

Desirable:

1. Current full driving licence and access to a car



Summary of Main Conditions of Service Hospital Discharge Service Senior Coordinator

Salary:	£22,522 per annum, AUNN Band E
Start Date:	As soon as possible
Hours of Work:	<p>37 hours per week</p> <p>Age UK Notts consider a full-time working week to be 37 hours, Monday to Thursday 9.00 a.m. to 5.00 p.m. and 9.00 a.m. to 4.30 p.m. Friday with 30 minutes for lunch (which is unpaid). Due to the nature of the service, there will be an expectation for some flexibility with working hours.</p> <p>Age UK Notts operates a scheme of flexible working hours.</p>
Holidays:	<p>24 working days (pro rated for part time hours). Employees are granted 8 Public Holidays. One additional days leave is added to the annual leave entitlement for each year of service up to a maximum of 8 additional days.</p>
Mileage Allowance:	Currently 45p per mile.
Pension:	<p>The Charity will contribute 4% of basic salary into our NEST pension scheme after 3 months service, with an employee minimum contribution of 4% (in line with auto-enrolment rules). However, employees may contribute more than the minimum required employee contribution.</p>
Place of Work:	QMC/City Hospital and field work across Nottingham City

Timetable for Appointment

Post Advertised:	Thursday 1 st December 2022
Closing Date:	TBC
Short-listing:	TBC
Interviews:	TBC

N.B. Due to financial constraints, applicants who are not short-listed will not be notified. If you have not received an invitation to attend an interview within three weeks of the closing date you may assume that your application has not been successful.