



JOB DESCRIPTION

Hospital Discharge Service Support Worker

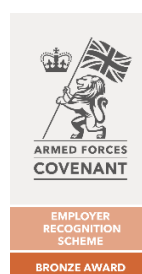
Post Title:	Hospital Discharge Service Support Worker	Pay Scale:	£20,520 per annum AUNN Band D
Department:	Advocacy & Community Services	Hours of Work:	37 hours a week
Responsible to:	Hospital Discharge Service Senior Coordinator	Tenure:	Fixed term until 31 st March 2023
Based:	Field based across Nottingham City with some home working	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, through the provision of 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.

You will report to the Hospital Discharge Service Senior Coordinator and will work closely with them, and service volunteers, to help ensure the timely and safe discharge of Nottingham City citizens (for which the service will usually receive 24 hours' notice of a hospital discharge taking place). This will involve visiting the citizen on the day of discharge (excluding weekends) to ensure they have what they need (e.g. food, heating and support with any domestic tasks etc), and identify where the onward support of this citizen can be allocated to a volunteer, and in the absence of an available volunteer, provide an ongoing service to the citizen for between 2 and 4 weeks. You will support the Senior Coordinator in the allocation of volunteers to citizens and help provide ongoing support to those volunteers once the support commences.

In instances where a citizen has been in hospital for a significant period of time and their home has been empty, or where a risk has been identified by the co-ordinator on discussion with the Hospital Discharge Hub Team or with the citizen, which means it is not suitable for a volunteer to attend in the first instance, you will make a pre-discharge visit to their home to ensure it is safe and ready for the citizen's return. This will require the collection of property keys from the Senior Coordinator or direct from the citizen in hospital, and then ensuring their safe and prompt return.

You will also identify those citizens who need support past 4 weeks, referring them to the Age UK Notts Wellbeing at Home Service or to another voluntary or community service through established referral routes e.g. through Nottingham Health & Care Point.

Together with service volunteers you will provide direct support and empowerment to citizens to help maintain their independence in the community post discharge and work with them to identify what matters to them. 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 behaviours in your work role.

Communication and Customer Service (C&C)

1. To provide high quality support to citizens in their own homes.
2. Provide face to face and telephone support to people where appropriate.
3. Provide quick and simple early solutions to issues affecting people where possible. Where there is a more complex need or more sustained work is required provide short term support.
4. Support the Senior Coordinator in liaising and providing support to service volunteers.
5. Attend all meetings and training events as required.

Planning and Organisation (P&O)

1. Be responsible for planning and undertaking visits and arrange and prioritise own caseload to meet targets.
2. 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.
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. Keep appropriate file notes for citizens and volunteers and ensure these meet quality requirements.
2. To undertake relevant training to maintain skills and knowledge necessary for this post.
3. Make referrals to internal and external services following the charities Customer Care Protocols and A to Z guide where possible.
4. To ensure your line manager is kept informed of any significant developments or issues which may impact service delivery.

Charity Focus (CF)

1. To have a good understanding of the services provided by the charity.
2. To ensure service targets are met.
3. Promote public health campaigns and encourage people to take advantage of these.

Team Work (TW)

1. Work with volunteers to support citizens
2. Assist the Senior Coordinator in supporting the volunteers in their role.
3. Take reasonable care for own safety while working in the community and comply with lone working procedures, and identify any issues to your line manager.

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)

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 & 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:



Person Specification Hospital Discharge Service Support Worker

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

Essential Requirements

1. To have an awareness of the issues and practical difficulties affecting people at risk of losing their independence because of age, mobility, disability, or health conditions, especially on discharge from hospital. (C&C, Q, CF, SK)
2. Ability to visit and respond to a person's needs in their own home in a friendly manner, with sensitivity and respecting boundaries. (C&C)
3. Calm, confident, and proactive approach when met with changing events (C&C, TW, P&O)
4. Proven ability to empower and encourage people to identify and self-manage their needs (C&C)
5. Good communication skills, planning and time management skills. (C&C, P&O)
6. Ability to work effectively and in a complementary way with a wide range of organisations. (CF)
7. Good IT skills. (R&M)
8. Ability to effectively plan and organise your workload, using your own initiative to ensure a reliable service delivery is achieved and that deadlines are met. (P&O)
9. Ability to meet service targets. (TW)
10. Current full driving licence and sole use of car (SK)**
11. To have knowledge and understanding of Equality and Diversity issues and a commitment to implement that Age UK Notts Equality and Diversity policy. (CF)

Desirable Requirements

1. Previous experience of working with people in the community. (SK, CF)
2. Previous experience of working with volunteers (TW)

*** Age UK Notts is committed to making reasonable adjustments, so whilst this job requires the jobholder to drive, your application will still be considered if you are unable to drive due to a disability*



Summary of Main Conditions of Service Hospital Discharge Service Support Worker

Salary:	£20,520 per annum, AUNN Band D
Start Date:	As soon as possible
Hours of Work:	<p>37 hours a 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:	Field based across Nottingham City, with some home working.

Timetable for Appointment

Post Advertised:	Thursday, 1 st December 2022
Closing Date:	Wednesday 14 th December 2022 at 9am
Short-listing:	Wednesday 14 th & Thursday 15 th December 2022
Interviews:	Monday 19 th December & Wednesday 20 th December 2022

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.