

HOSPITAL DISCHARGE ADMINISTRATOR

Advert

Hours: 25 – 27.5 hours per week Mon – Fri. Daily working hours can be 9 - 3, 9:30 - 3:30, 10 – 4 or similar. Half hour unpaid break.

Contract: Fixed term until 31st March 2026, strong possibility of continuity. We are looking for someone to start ASAP.

Responsible to: Nightingale Service Manager

Location: Hybrid – White House Community Centre, Hampton and from home. Working from office for all hours available if preferred. Other locations as needed.

Salary: £27 – 28.5k FTE DOE plus 5% pension contribution. Employee Assistance Program (EAP), Blue Light card and Age UK discount schemes.

Join a great team providing support to local older people when leaving hospital.

Age UK Richmond upon Thames is a local independent charity supporting older people across the London Borough of Richmond upon Thames. We provide a wide range of useful and well utilised local services in Richmond upon Thames designed to improve wellbeing and enhance independence – including information & advice; a wide range of social & wellbeing centres and sessions; support after hospital discharge; digital skills development; Dementia Friendly Richmond; mental health peer support and home services such as handyperson, housekeeping and gardening. Partnership is a core part of our work – we work in close collaboration with other voluntary sector partners and wider organisations to maximise our impact and reach. Our friendly and committed team of 50 staff and 100+ volunteers support over 4,000 local older people each year.

We currently have an excellent administrator opportunity for a flexible and proactive individual to join our Nightingale Home from Hospital service, which provides much needed free support to local older people who have been discharged from hospital or become unwell in the community – with a particular emphasis on those living alone and without family support.

Our small team of team & volunteers are involved in organising and delivering tasks which facilitate a speedy hospital discharge and make homes safer to avoid admission – including fitting keysafes, moving furniture, shopping, giving advice and coordinating with health & social teams.

This busy role will include:

- Taking referrals into the service and adding to the CRM / database.
- Updating CRM / database and gathering information for the team to support clients.
- Coordinating Nightingale staff and volunteers to ensure tasks essential for a safe discharge are complete.
- Ensure the individual receives the support/services they need taking a holistic approach – working and communicating with staff, referrers, clients, family members, carers, social workers, hospitals and other Age UK Richmond and voluntary sector services.



We are looking for an individual with excellent administration and IT skills with experience in a health or social care related field being highly desirable. A proactive, enthusiastic and highly organised approach is also essential.

The full job description is available separately. Apply by sending your CV, application form and equal opportunities form to recruitment@ageukrichmond.org.uk. Application deadline is 9 a.m. on Wednesday 2nd July. Interviews will take place in Hampton on Friday 4th July.