



HOSPITAL DISCHARGE ADMINISTRATOR

Job Description

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.

Responsible to: Nightingale Hospital Discharge Manager

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

Contract: Fixed term until 31st March 2026

Purpose of the job:

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.

Our Nightingale Hospital Discharge Service provides much needed free support to older people when they are discharged from hospital or become unwell in the community, with a particular emphasis on those living alone and without family support. The small team of 5 staff plus volunteers are involved in organising and directly delivering support which facilitate a speedy hospital discharge and make homes safer to reduce admissions. This includes:

- Preparing the home for discharge – this can include fitting keysafes, moving furniture and awaiting equipment delivery.
- Shopping and prescription collection.
- Liaising with carers, social workers, hospitals and others who may be involved with an individual's support.
- Assistance with arranging appointments and transport.
- Giving Information & Advice, and signposting / referring onto other forms of support.

This role will be a key and central part of delivering this highly valued service.

Main Responsibilities:

1. Take referrals into the service by phone and email.
2. Updating CRM / database with correct information. Collating data as required for reports.
3. Gathering necessary information to ensure the Nightingale team can support clients effectively and in an informed manner.
4. 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.
5. Coordinating Nightingale staff and volunteers to ensure tasks essential for a safe discharge are complete.
6. Collecting and recording client and referrer feedback in a structured way to help evidence the impact of the service.
7. Other administration and tasks as needed by the service.
8. Provide high levels of customer service at all times
9. Attend meetings and training as required.
10. Communicate effectively- electronically, verbally and in writing.
11. Abide by Age UK Richmond policies and procedures.
12. Be aware of and report any safeguarding concerns.

Other Duties

You are required to undertake such other duties appropriate to your role and level of responsibility as may reasonably be required of you. Therefore, the list of duties in this Job Description should not be regarded as exclusive or exhaustive. Please note that, in consultation with you, Age UK Richmond upon Thames reserves the right to update your Job Description to reflect changes in, or to, your post.

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Person Specification

1. Strong administration skills and experience.
2. Excellent IT skills – including experience using a CRM / database.
3. Experience of working in a care related field e.g. social care, health, therapeutic setting, voluntary sector highly desirable.
4. Ability to positively, clearly and sensitively communicate with older people.
5. Ability to acknowledge, respect and respond to individual differences and diversity requirements.
6. Excellent organisational and coordination skills and a collaborative approach to working with colleagues and external organisations.
7. Excellent customer service skills.
8. Excellent communication and relationship building skills – written and verbal.
9. Positive, motivated, enthusiastic, proactive and flexible approach.
10. Ability to work on own initiative and as part of a team.