



## **HOSPITAL DISCHARGE WORKER / COORDINATOR**

### **Job Description**

**Hours:** Part Time 21 - 25 hours, ideally split between 4 – 5 days Monday – Friday. One evening in three (currently Wednesday) may be required.

**Contract:** Fixed term until 31<sup>st</sup> March 2026, extension likely. Start date June 2025.

**Responsible to:** Nightingale Service Manager

**Location:** Richmond upon Thames - User homes, community locations, office, from home, hospitals – as required by service.

#### **Purpose of the job:**

Age UK Richmond provide the Nightingale Home from Hospital Service, which provides support to people over the age of 65 living in the Borough of Richmond on their return home from hospital or when they have become unwell in the community.

The team is involved in organising and delivering tasks which facilitate a speedy hospital discharge / make the home safer to avoid readmission and avoid admission in the first place. This can include:

- Preparing the home for discharge – this can include fitting keysafes and moving furniture.
- Shopping.
- Liaising with carers, social workers, hospitals and others who may be involved with an individual's support.
- Assistance with arranging appointments and travel.
- Giving Information & Advice.

This role will be a key part of delivering this service, and will directly provide the tasks above.

## **Main Responsibilities:**

1. Liaise with referrers, clients, their families and carers to identify the support required upon hospital discharge.
2. Develop a holistic plan of support working with others and be able to personally deliver aspects of the plan. This could include but is not limited to information & advice, moving furniture, preparing the home for discharge, shopping and organising transport.
3. Ensure the individual receives the support/services they need working with other members of Age UK Richmond team and external organisations as necessary, taking a holistic approach.
4. Recording all referrals, actions, progress and data via a CRM / database.
5. Liaising with Age UK Richmond volunteers and Handyperson teams to complete jobs essential for a safe discharge.
6. Work with referral partners to maximise the reach of the service, proactively looking for ways to support further older people.
7. Provide high levels of customer service at all times,
8. Attend meetings and training as required.
9. Communicate effectively- electronically, verbally and in writing.
10. Abide by Age UK Richmond policies and procedures.
11. 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.

## HOSPITAL DISCHARGE WORKER / COORDINATOR

### Person Specification

#### Essential

1. Experience of working in a care related field e.g. social care, health, therapeutic setting
2. Ability to undertake physical tasks associated with preparing the home for discharge including being able to move furniture safely and practical problem-solving skills.
3. An understanding of the issues and challenges facing older people when leaving hospital.
4. An understanding of risk management in relation to working with vulnerable people.
5. Ability to positively, clearly and sensitively communicate with older people.
6. Ability to acknowledge, respect and respond to individual differences and diversity requirements.
7. Excellent organisational and coordination skills and a collaborative approach to working with colleagues and external organisations.
8. Excellent customer service skills.
9. Good computer skills including experience using a database, and the ability to keep good records of all contacts with clients and professionals.
10. Ability to look for and act on opportunities to improve services for clients while promoting independence and reducing risk. Solving problems in a positive, outcome focused way.
11. **Access to own transport is essential** for travel within the borough and surrounding areas while visiting clients and other organisations.
12. Ability to work on own initiative and as part of a team
13. Positive, motivated, enthusiastic, proactive and flexible approach.

#### Desirable

1. An understanding of the issues and challenges facing older people when leaving hospital.
2. An understanding of existing local services.

An enhanced DBS check will be required for the role.