

HOSPITAL DISCHARGE WORKER / COORDINATOR

Advert

Hours: 28 hours per week Mon – Thurs. Working hours 9 a.m. – 5 p.m. with one-hour unpaid break.

Contract: Fixed term until 31st March 2027, with the possibility of extension

Responsible to: Nightingale Service Manager

Location: Richmond upon Thames - User homes, community locations, office (White House Community Centre, Hampton), from home, hospitals – as required by service. Home Working in line with Hybrid Working Policy.

Salary: £32,000 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 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

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:

- Liaise with referrers, clients, their families and carers to identify the support required upon hospital discharge.
- Developing a holistic plan of support working with others and be able to personally deliver aspects of this support including practical tasks. This could include but is not limited to information & advice, moving furniture, preparing the home for discharge, shopping and organising transport. This will involve working directly in the homes of clients.
- Recording all referrals, actions, progress and data via a CRM / database.

- Ensure the individual receives the support/services they need – 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 who has experience in a similar health , social care or voluntary sector setting and is willing to take a hand on role. A good level of IT skills is also required.

Access to a vehicle is required for the role.

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 Monday 27th July 2026 with interviews on 30th July 2026.