



HOSPITAL DISCHARGE WORKER / COORDINATOR

Job Description

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.

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. 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. This will involve working directly in the homes of clients.
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 and follow safeguarding, data protection and health & safety best practice.

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

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 risk management in relation to working with vulnerable people.
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. Good computer skills including experience using a database, and the ability to keep good records of all contacts with clients and professionals.
9. 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.
10. **Access to own transport is essential** for travel within the borough and surrounding areas while visiting clients and other organisations.
11. Ability to work on own initiative and as part of a team
12. Positive, motivated, enthusiastic, proactive and flexible approach.
13. An understanding of Safeguarding.

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.