

Take Home & Settle Coordinator - Job Description

Responsible to: Senior Take Home & Settle Coordinator

Brief overview of the role:

To support Senior TH&S Coordinator to develop and shape AUKWSBH Take Home & Settle Service, working with the Head of Independent Living services. To provide vulnerable people with the support they need to return home safely from hospital and avoid a re-admission. To refer individuals into other services for ongoing support.

Main duties:

Service Delivery:

1. Promote the service throughout the hospital ensuring AUKWSBH meet contracted targets.
2. Take referrals from health care professionals and:
 - Ensure it is appropriate and safe for the person to be taken home.
 - Obtain sign off for the discharge/journey home from the appropriate hospital team.
 - Make sure the person is happy to go home and then take them.
 - Once home, provide a person centred service and deliver any practical immediate support required, e.g. make a hot drink and snack, check they have necessary food items for the next couple of days, they are safe and warm with appropriate support in place.
 - Position equipment brought from the hospital.
 - Carry out a visual health and safety check to identify immediate risks and minimize them with the client's consent.
 - Provide information about other services that could support client.
 - If appropriate refer the client internally for further support or refer onwards externally as required.
 - Maintain accurate records on database.

Financial management:

- Claim for any expenses/ mileage in a timely manner
- Ensure any donations received are recorded and handed to an appropriate staff member in a timely manner.

Governance

To adhere to all health and safety, and legal requirements in line with AUKWSBH policies and procedures including monitoring and taking appropriate, prompt action to ensure compliance.

- To ensure data and administrative processes are adhered to in line with AUKWSBH policies and legislation of the Data Protection Act 2018.
- To regularly and accurately update Charity Log and provide statistical and monitoring information as required.
- To attend/undertake relevant and mandatory training as required.
- Monitor hazards and risks and implement relevant organisation processes including but not restricted to: Health & Safety, HR, Information Governance and GDPR and reputational risk.
- To help deliver the objectives as set out in the organisational strategic plan.
- To adhere to all other organisational policies and procedures.
- To undertake any other duties appropriate within the role as may reasonably required by AUKWSBH.

Key contacts and relationships

- Developing and maintaining relationships within hospitals and other healthcare staff is key to the success of this role.
- Within AUKWSBH you will work with Senior TH&S Coordinator and Head of Independent Living Services and attend regular team meetings to remain up to date on all other services provided, to ensure you are giving clients accurate information.
- You will work closely with other staff within Independent Living Services to ensure the best service for each client.

Equality, diversity and inclusion

AUKWSBH is committed to anti-discriminatory policies and practices. It is essential that the post holder makes a positive contribution to their promotion and implementation.

Scope of job description

This job description reflects the immediate requirements and responsibilities of the post. It is not an exhaustive list of duties but gives a general indication of work undertaken which may vary in the light of changing demands and priorities. Substantial changes will be carried out in consultation with the post holder.

Person Specification – Take Home & Settle Coordinator

Experience	Essential	Desirable
Proven ability to manage and motivate individuals to achieve desired outcomes	✓	
Experience of working alone and remotely	✓	
Experience of completing multiple tasks by managing own workload	✓	
Experience of working with older people or other vulnerable groups, with specific experience of promoting independence, health and wellbeing and social inclusion		✓
Experience of updating in house databases	✓	
Experience of problem solving and escalating where appropriate	✓	
Experience of working with, and communicating well, with other healthcare professionals		✓
Experience of supporting projects in either, health, education, social services, community and /or voluntary sector		✓
Knowledge/qualifications		
NVQ level 2 or equivalent in Health and Social Care		✓
An understanding of, and interest in older people, their situations and the opportunities they may want and/or need	✓	
A basic understanding of sustainability to help deliver effective and focused services that also minimise environmental impact		✓
Understands the adult social care environment and how we can best add value	✓	
Understanding of the local political environment and the integration with health		✓
Sound understanding of the voluntary sector	✓	
Skills		
Excellent communication skills:	✓	

- engaging and effective in driving progress		
Excellent communication skills, verbal and written. The ability to communicate well with diverse individuals and in a team environment	✓	
Good computer skills including using main Microsoft packages as well as experience with different IT systems	✓	
A 'can do' positive and professional attitude that can flex and adapt to change and challenges	✓	
Other requirements		
Commitment to AUKWSBH's vision, mission and values	✓	
Ability to travel on occasion to different locations including other AUKWSBH sites	✓	
This is an essential car users post. Proof of appropriate insurance cover, including business use, will be requested	✓	
Understanding of and adherence to organisational Code of Conduct, supporting positive change across the charity	✓	