

YOUR ROLE & TIER	Winter Support Facilitator (BANK STAFF)	YOUR LEADER	Lead – Out of Hospital Services
YOUR DEPARTMENT	Out of Hospital	YOUR BASE	Arrowe Park Hospital
YOUR HOURS OF DUTY	To be decided	YOUR DAYS OF DUTY	Full days required – rota to be set according to hours
*YOUR SALARY	£14.03 per hour	YOUR FUNDING SOURCE & LENGTH OF CONTRACT	ICB Funded until 31/03/2025

IMPACT OF YOUR ROLE ON LOCAL OLDER PEOPLE

People will have better support in the community, better understanding of how to navigate and use health and social care systems and will ultimately spend less time in hospital with better physical and mental health.

To help us better provide that service we are recruiting bank staff to support the predicted winter surge in our hospital support services.

THE VALUES YOU WILL SHARE WITH ALL OF US



Friendly – we treat people with respect and courtesy



Professional – we are experienced and skilled in what we do



Locally focussed – our priority is the people of Wirral in their local communities



Changing lives – we make a difference through what we do and how we do it



Person-centred – we provide support tailored to each individual

WHAT YOU GET IN RETURN FOR WORKING FOR US

- Great terms and conditions, including:
 - Generous annual leave – pro rata minimum of 28 days FTE plus bank holidays
 - 3% pension contribution
 - Death-in-Service Benefit equal to one year's salary subject to eligibility criteria
 - Generous company sick pay scheme
 - Reimbursement of all travel expenses incurred in the course of work
- A culture which helps you to grow and develop through:
 - Supportive and inclusive work environment where everyone is listened to
 - Regular supervision and appraisal
 - Opportunity to truly make a difference in a person-centred organisation
 - Full Corporate Induction and access to ongoing learning and development
 - Being part of a quality organisation accredited by Investors in People

Bringing



Everyone's



Strengths



Together



YOUR ROLE

In the role of Hospital Winter Support Facilitator, you will:

- Be present at the hospital site providing support and comfort to patients in the waiting area, wards and discharge area
- Engage in conversation with patients as directed by hospital staff, and conduct holistic assessment of their needs through guided conversations
- Support people to have a safe well managed discharge from hospital
- Provide wellbeing support to those recently discharged from hospital by visiting them at home
- Support longer term behavioural change to ensure that patients access the right health care at the right time in the right part of the system instead of opting for A&E by default
- Connect with other Age UK Wirral services, both those in the community and those based within Arrowe Park Hospital
- In conjunction with other Age UK Wirral, help to meet the demand of vulnerable older people caused by Winter.

BEING PART OF THE ORGANISATION

As colleagues, we all agree that we will work together by:

- Living the values of the organisation at all times.
- Recognising that change is essential to our growth and development.
- Looking for solutions and having a 'can do' attitude.
- Seeing ourselves as part of the bigger picture and playing our role in that wider team.
- Making sure that everything we do enriches the lives of local people.
- Looking after our own wellbeing and that of those around us.
- Cascading the culture of the organisation constantly.
- Always acting in the best interests of the organisation and local people.
- Ensuring safeguarding is always at the forefront of our minds.
- Being comfortable in raising issues and concerns and working together to find solutions.
- Recognising, celebrating and support the contribution that our volunteers make.
- Understanding the strategic direction of the organisation and playing our full part in that journey.
- Treating each other with respect.
- Contributing to ongoing development of the organisation.
- Always seeking to achieve the best impact through scarce resources.
- Adhering to the policies and procedures of the organisation at all times.
- Taking part in ongoing learning and development.
- Recognising that fundraising is a collective responsibility.
- Undertaking additional appropriate duties when requested and appropriate to grade and role.

OUR GOLDEN THREADS

We are united through our Golden Threads which means that we all:

- Work together to make the best possible impact for local people.
- Work in a person-centred way, focussed on maximising people's strengths and assets.
- Keep focussed on local people across Wirral.
- Treat people as we would expect to be treated.
- Have a 'can do' attitude with a genuine desire to change people's lives for the better.
- Embed quality conversations with people, identifying people's goals and supporting them to achieve them, at the heart of what we do.
- Have high levels of personal integrity – we are open, honest and transparent.
- Embrace a learning culture where we improve from our mistakes.
- Embrace team working.
- Commit to working with people to empower them.
- Have good ICT skills to enable us work at our best.

PERSONAL SPECIFICATIONS

This role requires specified knowledge and experience. All of the following requirements are essential unless marked * when they are desirable.

Through your previous experience and qualifications, you will be able to demonstrate:

- Experience of working with/supporting vulnerable adults and overcoming social isolation
- Knowledge and understanding of community groups in Wirral
- Experience of working/volunteering in the third sector

Desirable Criteria against which shortlisting will take place are:

- *Full driving licence

This job description is intended as a summary of the main elements of your job described and may be amended from time to time, in consultation with you. It does not form part of your formal Terms and Conditions of Employment.

Date last updated
October 2024