

AGE UK YORK

Support Worker - Home from Hospital

JOB DESCRIPTION

Location	Community based in clients homes	Reports to	Home from Hospital Manager
Hours	35 hrs F/T P/T hours available	Working pattern	Monday to Friday
Contract term	Fixed term until March 2024	Type of role	Support Worker
Direct reports	n/a	Role last updates	
Salary	£10.90 per hour	Holidays	5.1 weeks

Context

Age UK York is a local charity which exists to support older people of York, their families and carers. Together, our team provide a wide range of service which make a valuable difference to the needs and lives of older people across the city.

Age UK York is committed to diversity, equality and inclusion. Through our recruitment we want to build a diverse workforce, one that represents the communities we exist to help and brings variety of perspectives so together we are best able to support older people in York.

Through a wonderful team of staff, volunteers and supporters Age UK York has been supporting older people in York for 50 years and counting and exists to continue to be there when needed.

Purpose of the role:

The Support Worker for Home from Hospital is part of the Hospital and Community Support Services team. Undertaking duties required to meet the service users' needs for them to remain in their own home and prevent hospital admission. Referrals may require the Support Worker to take the patient to and from appointments.

Key Responsibilities

1 Service delivery

- Provide assistance to a person returning from hospital or medical facility and those identified by local health professionals as being at risk of a further decline in health or without a support mechanism.
- Take/accompany service user to attend hospital appointments or other activities as required in the care/support plan.
- Provide on-going assessment of service users' needs, and work with them to develop a support plan which meets these needs, providing appropriate support to achieve positive outcomes.
- Recording and reporting of activities undertaken and highlighting any changes in a service user's condition and ensure that appropriate actions are taken if a service user's health deteriorates.
- Liaising with health, housing, and other professionals to ensure that the needs of the service user are consistently met.
- To carry out follow-up welfare checks and visits as required and assist service users with their activities to re-enable their daily living skills for up to the maximum support period.
- Provide practical and emotional support such as; mobility aids loans, transport, companionship, assistance with shopping, helping access to groups and activities
- Signpost to further support available; liaising with Community Connectors, external organisations, partners, and voluntary and community sector colleagues.

2 Quality and performance

- To comply with service specific policies and processes including those on lone working, manual handling, and infection control.
- To ensure service users' health and wellbeing is preserved and safeguarding policies and procedures are always followed.
- To work within a safe services culture of proactive engagement and shared learning when considering safeguarding and protecting people from harm.
- Work with colleagues to ensure that health and safety legislation and risk assessments are understood and implemented.

3 Team Member

- Actively participates in all team meetings.
- Supports other team members.

Person Specification

Knowledge and Experience

Criteria	Essential or Desirable	Evaluated by application form (A) and/or interview (I)
Good verbal and written communication	E	A/I
Able to respond fast to changing situations	E	A/I
Experience of solving problems by using own initiative without direct supervision	E	A/I
Experience of handling challenging or inappropriate behaviour	E	A/I
Able to complete paperwork accurately	E	A/I
Experience of working with older people	D	A/I

Training and Skills

Criteria	Essential or Desirable	Evaluated by application form (A) and/or interview (I)
To be able to work independently and as part of a team	E	A/I
Friendly and professional approach	E	I
Willing to attend training	E	I
Honest and reliable	E	A/I
Have access to own vehicle and a full clean driving license	E	A