

## **JOB DESCRIPTION**

Job Title:	Hospital Discharge Service Support Worker
Grade:	£20,750 per annum pro rata
Hours:	21 hours per week
Location:	Burlington House
Accountable to:	Hospital Discharge Service Coordinator

The Hospital Discharge Service will provide free practical common-sense support for up to six weeks for Sefton residents after discharge from a hospital setting or treatment from any other health establishment.

### **Job Purpose:**

- To support the safe and comfortable discharge of Sefton residents from a hospital setting or treatment from any other health establishment.
- Providing direct support including tasks such as accompanying the patient from hospital to home, ensuring food and health related supplies are available, supporting patients to access relevant benefits, as well empowering people to build their confidence and self-esteem.

### **Main Duties and Responsibilities:**

1. Liaise closely and regularly with the Hospital Discharge Coordinator in order to support the timely discharge of Sefton residents from hospital.
2. May include accompanying the patient home from hospital, check that everything is okay at home, ensure the home is safe and secure, has heating and electricity and that adequate food supplies and medication have been provided.
3. Support with further visits to hospital and the GP surgery, if required.
4. Complete follow up weekly wellbeing checks either via phone or in person.
5. Coordinate a handover of service to volunteer support workers, if appropriate.

6. Complete risk assessments and checklists, as directed and maintain accurate patient records.
7. Be responsible for the day-to-day coordination of volunteers allocated to your caseload within the Hospital Discharge Service.
8. Attend any regular meetings and raise any relevant issues with the appropriate teams to ensure resolution.
9. Provide information, signpost and refer to community and voluntary and other support services.
10. Attend mandatory training to fulfil the role and undertake personal and professional development.
11. Contribute to the evaluation of the service, collate and input timely data and suggest/implement service improvements
12. To be accountable for ensuring that all records, including work diary, are maintained in accordance with Sefton CVS Management and Information Governance policies
13. To be accountable for ensuring personal compliance with all Sefton CVS policy and procedures including safeguarding children and adults and health and safety alerting the line manager of any issues or concerns in relation to delivery of the service
14. Undertake other duties as may be reasonably required within the general terms of the job description.

## **General**

The post-holder will be required to participate in staff development and use all relevant learning opportunities to improve personal skills.

The post-holder will be required to confirm their eligibility to work in the UK in order to comply with employment legislation.

Where the job involves engaging in regulated activity, the successful candidate will be required to undergo a Disclosure and Barring Service (DBS) enhanced check before appointment is confirmed.

## **Confidentiality**

The post-holder must maintain the confidentiality of all information and records relating to the work of Sefton CVS, in accordance with the organisation's procedures and policies.

## **Hours of Work**

The post is for 25 hours per week over 5 days. The post-holder must be prepared to work flexible hours, in line with the requirements of the post. This may involve some evening and occasional weekend work, for which time off in lieu will be granted, subject to Sefton CVS policies and procedures and prior agreement with the line-manager. The post-holder will be expected to adopt a mature and common sense approach to this arrangement.

## **Pension**

A Group Pension scheme is in operation and Sefton CVS contributes 6% on behalf of all employees who have opted to join the scheme. All employees are also automatically entitled to Income Protection insurance and Life Assurance cover for the duration of their contract.

## **Annual Leave & Public Holidays**

The annual leave entitlement is 26 days (pro rata) leave plus normal Bank & Public Holidays. The organisation reserves the right to close over the Christmas period. Employees are required to reserve the required amount of their holiday entitlement to cover these days.

## **Travel & Other Expenses**

Reasonable expenses incurred in the course of duty will be reimbursed on receipt of a completed Sefton CVS Expenses Claim Form.

## **Equal Opportunities**

Sefton CVS operates an equal opportunities policy and is committed to a programme of action to make this policy effective.

Although every attempt is made to meet the access needs of disabled people, it cannot always be guaranteed that every individual need will be met. For example, it may be necessary for the post-holder to attend meetings in buildings outside the normal project base where unimpaired access to such premises cannot be guaranteed.

Sefton CVS will work with individuals and others, where appropriate, to identify what reasonable adjustments can be made to accommodate access needs.

## **Navajo Charter Mark (LGBTI)**

Sefton CVS is committed to being a Lesbian, Gay, Bisexual, Transgender, Intersex (LGBTI) friendly employer and provider of services.

In recognition of this, we were awarded the Navajo Charter Mark in 2012 for the steps we have undertaken to improve, and ensure the continued improvement of, our employment practices, service design, service delivery and access for LGBTI people within our communities.



Sefton CVS actively welcome people from LGBTI communities to apply for our job vacancies.

## **Disability Confident Employer**

Sefton CVS have been awarded the Disability Confident Employer accreditation (previously Disability Two Ticks) in recognition of our commitment to the recruitment, employment, retention and career development of disabled people.



**What we mean by disability:** The Equality Act 2010 defines a disabled person as someone who has a physical or mental impairment that has a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities.

**Guaranteed Interview:** The Disability Confident Employer accreditation includes a guaranteed interview for any disabled applicant who meets the common and specific requirements for a job.

**How to apply:** If you feel you are eligible for a guaranteed interview under the Disability Confident scheme, please complete and return the form found at the end of the Job Application document.

### **Additional Information**

Unfortunately, owing to the number of applications received, it is not possible to offer individual feedback to candidates who have not been shortlisted.

If you have not been contacted within 2 weeks of the closing date, please assume that you have not been shortlisted on this occasion and please accept our thanks for your interest.

## **PERSON SPECIFICATION**

The post-holder will need to demonstrate that they have the skills and experience in each of the following areas and will be required to respond to each of the requirements listed below.

### **Specific Requirements to this post**

- Knowledge and Understanding of Health and Social Care Structures
- Good understanding of Adult and Children Safeguarding
- Experience of working with Vulnerable People
- Experience of supporting people being discharged from Secondary Hospital Care
- Experience of signposting people to access services within the community such as benefits advice etc.

### **Communication Skills**

- To effectively communicate with different groups and individuals in various situations.

### **Interpersonal Skills**

- To be able to form good working relationships with people from a wide range of social, cultural and ethnic backgrounds to enable you to achieve your goals and also to promote the reputation of Sefton CVS.

### **Organisational Skills**

- To be able to plan and organise your own workload and manage your time.
- To be able to set up and maintain appropriate systems for the management and accurate recording of your work and the progress of others.

### **Team Working**

- To be able to contribute to the Sefton CVS team and its overall effectiveness.
- To share skills, expertise and ideas with other CVS projects.

### **Information & Communication Technology**

- IT literate; to be able to use Microsoft Office software such as Outlook, Word and Excel effectively.

### **Equal Opportunities**

- To be committed to and understand equality and diversity practice and implementation in the workplace.

### **Voluntary Sector**

- To have an understanding of the ethos, values and operating environment of voluntary, community and faith sector organisations.
- To have experience, either paid or unpaid, of working in the voluntary, community and faith sector.