



Job Description

Job Title:	Home from Hospital Worker
Responsible to:	Referral Co-ordinator
Responsible for:	Volunteers as assigned
Salary:	£10 per hour + 6% pension
Hours:	Part time (21 hours per week)
Holiday:	25 days plus bank holidays per annum pro rata
Based at:	Whittington and Middlesex Hospitals
Contract:	One-year fixed term contract

Purpose of Job

As the Home from Hospital Worker, you will provide personalised practical and emotional support to older people in person and/or over the telephone. In particular, you will be responsible for:

1. Visiting acute wards and Accident and Emergency Departments at Whittington or North Middlesex University Hospitals to provide older patients with information and advice to ensure that they are able to engage with professionals and the services that they need. This will require you to work flexibly and responsively with each older person in such a way as to gain trust and quickly establish a rapport.
2. Working proactively alongside the Hospital discharge teams and older patients to assist them to resolve issues and ensure that discharge takes place as planned and in a safe way.
3. Accompanying the older person home from hospital ensuring return to a safe and welcoming home.
4. Providing personalised practical and emotional support to older people in their own homes for up to four weeks post discharge to promote their independence and avoid unnecessary hospital readmission.
5. Providing day to day support and guidance to volunteers so that they can assist in the delivery of the Home from Hospital service.
6. Assisting the Referral Co-ordinator in hospital in proactively raising awareness amongst a wide range of hospital staff of the Home from Hospital service and other Bridge services, in order that older patients can benefit from the services available to them. This will require you to be a visible and accessible point of contact for hospital staff for queries and concerns about patients.
7. Assisting the Referral Co-ordinator with the monitoring and evaluation of the service, including providing case studies and other information to enable the preparation of monthly monitoring reports.
8. Working collaboratively with the Bridge Renewal Trust services and other agencies to enable the needs of the older persons to be met in the most appropriate, effective and efficient way.

Principal Tasks

Service delivery and monitoring

1. To visit acute wards and Accident and Emergency units at Whittington or North Middlesex University Hospitals to provide older patients with information and advice to ensure that they are able to engage with professionals and the services that they need. This will require you to work flexibly and responsively with each older person in such a way as to gain trust and quickly establish a rapport.
2. To visit the older person accepted for the Home from Hospital service to assess their needs and seek their written consent for the services to be offered to them.
3. To work proactively alongside the Hospital discharge teams and older patients to assist them to resolve issues and ensure that discharge takes place as planned and in a safe way.
4. To accompany the older person home from hospital ensuring return to a safe and welcoming home. This may include preparation of the older person's home prior to hospital discharge.
5. To provide practical and emotional support to older people in their own homes for up to four weeks post discharge to promote their independence and avoid unnecessary hospital readmission. This will require you to make up to three home visits over the four week period.
6. To provide day to day support and guidance to volunteers so that they can assist in the delivery of the Home from Hospital service.
7. To assist the Referral Co-ordinator in hospital in proactively raising awareness amongst a wide range of hospital staff of the Home from Hospital service and other Bridge services, in order that all older patients can benefit from the services available to them. This will require you to be a visible and accessible point of contact for hospital staff for queries and concerns about patients.
8. To assist the Referral Co-ordinator with the monitoring and evaluation of the service, including providing case studies and other information to enable the preparation of monthly monitoring reports.
9. To work collaboratively with the Bridge Renewal Trust and other agency services to enable the needs of the older persons to be met in the most appropriate, effective and efficient way.

Leadership and management of people

10. To support and supervise assigned volunteers to ensure performance targets are met.
11. To lead by example, upholding Bridge codes of conduct, policies, working practices.
12. To lead by example by modelling healthy living practices whilst in work.

Income generation and fundraising

13. To support income generation, fundraising applications and tenders to extend or expand the service in line with the Trust's fundraising strategy.

Community involvement

14. To increase the participation and involvement of older people in the activities of the service and other Bridge activities.

15. To contribute to work with local communities to build and sustain community capacity and seeking local solutions to community identified issues and priorities; and ensure that the Trust acts as a 'voice' for local residents.

Partnership working

16. To contribute to initiatives to develop partnerships including developing and maintaining effective working relationships with local residents, Trust service users, voluntary and community groups, statutory and public sector organisations, businesses and funding bodies.
17. To work collaboratively with internal and external partners to identify and secure funding streams and resources to support delivery of the Trust's objectives.

Team working

18. To promote a positive team environment and work well as part of the Trust staff team to co-ordinate activities and resources in order to meet Trust charitable purpose.
19. To use and contribute to the effective use of: outlook, shared drives and the website to ensure good internal communications and a team approach

Customer care

20. To be responsible for promoting high levels of customer care within your own areas of work.

Equality

21. To understand, promote and implement the Trust's equality policy, recognising social and cultural diversity in the delivery of services, access to facilities and volunteer supervision

Safeguarding

22. To understand, promote and implement the Trust's safeguarding policy, recognising that safeguarding is everyone's responsibility.

General

23. To comply with the statutory provisions of all Health and Safety, associated legislations and all Trust policies and procedures including commitment to ethical and environmentally sustainable practices.
24. To be able to work flexible hours to meet the service needs including working evenings and weekends.
25. To undertake appropriate training as and when required.
26. To recognise that the above mentioned responsibilities are neither exclusive nor exhaustive and the post holder may be required to carry out other duties commensurate with the grade of the post.

Disclosure & Barring This post will require a DBS check at Enhanced (with barring) level.

Person Specification – Home from Hospital Worker

	Criteria	Essential/ Desirable	Assessment Method
1. Qualifications	a) Nationally recognised qualification in social care or similar.	Desirable	AF
	b) Commitment to/evidence of continuous professional development	Essential	AF
2. Experience	a) Experience (paid or voluntary) of working with older people, preferably in their own homes.	Essential	AF/I/A
	b) Experience or ability to work confidently alongside other professionals as part of multi-agency working.	Essential	AF/I
	c) Experience or ability to supervise volunteers.	Essential	AF/I
3. Skills, Knowledge & Abilities	a) Effective listening, verbal and written communication skills.	Essential	I/A
	b) Effective team working skills.	Essential	I
	c) Creative and able to solve problems with minimal support.	Essential	I
	d) Reliable and trustworthy and able to build rapport with older people.	Essential	I
	e) Understanding and knowledge of equality legislation and Health and Safety regulations.	Essential	I
	f) Understanding of protection of vulnerable adult policies and legislations	Essential	AF/I
	g) Proficient in the use of Information Communications Technology including MS Office and social media tools.	Essential	AF/I
	h) Readiness to work flexibly, recognising the need to work.	Essential	I
4. Other requirements	a) Willingness to undergo enhanced CRB/DBS Disclosure.	Essential	I

- AF – application form / supporting statement
- I – interview
- A – assessment exercise