**AGE UK BOLTON**

**JOB DESCRIPTION**

**SERVICE CO-ORDINATOR**

**HOME FROM HOSPITAL SERVICE**

**RESPONSIBLE TO: TEAM LEADER & HOME FROM HOSPITAL MANAGER**

**SALARY: £26,239 - 36 HOUR WEEK**

**HOURS: FIXED TERM CONTRACT
INCLUDING WEEKEND WORK**

**Rota covers: 9am - 5pm Monday to Sunday**

**OVERALL JOB PURPOSE**

To work within the Home from Hospital team, which is an established hospital

discharge service including aftercare and rehabilitation support. The service criteria support Bolton residents aged 65+, with a focus on helping the person to re-adjust to living independently back at home, thereby reducing the need for re-admission to hospital, and residents 50+ in the community at risk of admissions to hospital.

**KEY RESPONSIBILITIES**

1. To work with older people, Age UK colleagues, social and healthcare partners and volunteers, to deliver and promote a high-quality hospital discharge and aftercare service, to support older people to enable them to live safely and independently at home, following discharge from hospital.
2. To undertake assessment of patients who have either presented at A&E or are due to be discharged from one of the wards or an assessment bed in Intermediate Care and identify suitable referrals to the Home from Hospital Service.
3. To attend multi-disciplinary team meetings, working with colleagues to identify individuals who would benefit from the Home from Hospital service.
4. To plan and develop person-centred interventions to create a tailor-made package of short-term support for individuals following discharge from hospital; to identify and manage risks and promote recovery, independence, well-being and choice.
5. Visit patients at home after discharge; conduct home safety checks and ensure the person is warm, safe, has access to meals and the ability to undertake basic activities of daily living, support with cleaning and shopping; and to signpost clients to other relevant agencies, if additional support needs are identified.
6. To support volunteers (and, from time to time, any Age UK Bolton staff as directed by the Chief Executive), including students on placement, in order to ensure the efficient and effective running of the Home from Hospital service.
7. To adhere to systems and procedures to record client information in accordance with Data Protection and privacy policies, and to capture and evaluate service monitoring requirements such as outputs, outcomes, and quality (using information technology systems).
8. To proactively market and promote the HFH service, as well as a range of community services offered by Age UK Bolton and its partners, where appropriate, to support individuals to retain, regain and develop the skills to manage their lives and environment.
9. Ensure compliance with all relevant Age UK Bolton policies and procedures and Quality standards, and adherence to good practice guidance.

1. To develop and sustain effective relationships with customers, their carers and families, volunteers, Age UK colleagues, NHS colleagues, other partners and the wider community, in order to promote the safety, independence, health, well-being and personal development of older people in Bolton.
2. To provide regular reports and information to the Senior Service Manager, or other nominated colleague, in order to meet the reporting needs of all funders and commissioners in a timely manner.
3. Other duties, as directed by the Service Manager, which are consistent and commensurate with the responsibilities of the post and the needs and development of the Home from Hospital service.

Prepared by:

Suzanne Hilton

Chief Executive (July 2017)

Reviewed by:

Pat Kitchen (June 2024)

Deputy Chief Executive

**AGE UK BOLTON**

**PERSON SPECIFICATION**

**SERVICE CO-ORDINATOR - HOME FROM HOSPITAL SERVICE**

**ESSENTIAL CRITERIA ASSESSMENT METHOD**

**KNOWLEDGE & SKILLS**

Experience of working with older people, either Application / Interview

in a paid or voluntary capacity.

Excellent verbal and written communication skills. Application / Interview

Effective organisation and prioritisation skills . Application / Interview

Strong relationship-building and management Application / Interview

skills.

Understanding of, and empathy with, the issues Application / Interview

affecting older people.

People, resource and time-management skills. Application / Interview

Demonstrable commitment to Equalities. Application / Interview

ICT literate - including Microsoft Office suite of Application

Programmes.

**EXPERIENCE & QUALIFICATIONS**

Good standard of education. Application

Experience of managing / supervising Application / Interview

and developing staff and or volunteers.

Service and/or activities co-ordination Application / Interview

or delivery.

Recognised health & social care qualification. Application / Interview

**WORK RELATED CIRCUMSTANCES**

Willingness and ability to work flexibly, Application / Interview

including some evenings and weekends.

A proactive approach to the personal Application / Interview

development of self and others.

Ability to drive, with access to a vehicle Application / Interview

for business use.

**DESIRABLE CRITERIA ASSESSMENT METHOD**

Experience of service development. Application /Interview

Prepared by:

Suzanne Hilton

Chief Executive (July 2017)