



Thank you for showing interest in working for Age UK Bromley & Greenwich. We are an independent local charity and have been working in the community to help older people for over 50 years.

With nearly 80 staff and over 250 volunteers we provide support to clients across both Boroughs.

We work in partnership with BTSE helping to deliver the Bromley Well project as well as BLG Mind working on Dementia Services and Oxleas providing Care Navigation.

Vision:

To make Bromley and Greenwich places where all can enjoy later life.

Mission:

Age UK Bromley & Greenwich will be the voice of older people in both boroughs. We will work with older people to enable, support and connect. We will promote independence and well-being.

Values:

Equality - We value diversity and strive to give equality of opportunity. We believe that the organisation and society is enriched by its diversity.

Respect - We respect the life histories of our staff, volunteers and clients. We believe in their potential and we will help to realise their ambitions.

Creativity - We encourage innovation in the solutions we adopt.

If you stand for our vision, mission and values and match the criteria in the below job specification we would love to hear from you.

A handwritten signature in black ink, appearing to read "M. Ellison".

Mark Ellison
Chief Executive

Job Title: Take Home & Settle Assistant Lewisham SHIFT 1

Hours: Shift pattern 1 – Monday–Friday 09:00 – 13:00

Salary: Monday–Friday call outs are paid at the London Living wage of £13.15 per hour. Shift 1 retainer: £3,419 per annum

Location: Working across Lewisham

Reporting To: Take Home & Settle Lewisham Coordinator

Job Purpose: To support safe discharge of clients by accompanying clients with any small items of equipment, home from the University Lewisham Hospital and local hospital sites, providing practical and emotional support and ensure that they are left in a safe warm environment with access to adequate food provisions.

Key Responsibilities:

- To collect clients who are ready for discharge within 30 minutes of receipt of a telephone call from the University Lewisham Hospital or local hospital sites.
- When ready to leave, pack any small items of equipment and then offer the client your arm by way of support to your car and help them into the car making sure the seat belt is locked before leaving.
- Accompany clients to their home providing emotional support and reassurance, noting any areas of concern for the client.
- Check that the heating system in client's home is adequate and settings correct for client's comfort and health. In the summer, months ensure the property is not too hot and windows are opened for ventilation.
- Check that the client has the basic food requirements and provide essential items if necessary, making the client a drink if appropriate.
- Ensure the client is comfortable before leaving and report any concerns to the on duty Coordinator.

- Contact client's relatives or friends according to client's wishes.
- Make telephone calls the following day to the clients taken home to perform a wellbeing check. Contact the Service Coordinator should you have any further concern for the client's health or wellbeing and report immediately any concerns of a Safeguarding nature.
- Complete Age UK Bromley & Greenwich's Hospital Aftercare Service forms recording all actions taken with time and making suitable notes for follow up action.
- Feedback any issues of concern immediately and produce regular and ad hoc reports to Service Coordinator.
- To develop productive professional working relationships with Hospital based personnel.
- To provide holiday cover (additional paid hours) for other assistants covering this service at the request of the Service Coordinator and undertake other ad hoc duties related to the post that may occur from time to time
- To ensure your vehicle is roadworthy, insured, taxed, smoke free and clean at all times.
- To be available within the University Lewisham Hospital at the commencement of your shift with your work mobile phone switched on and able to respond to calls and be at the hospital and other sites within 30 minutes, wearing your uniform provided and ID badge.
- At all times to maintain the professional integrity and reputation of the Charity and represent their main interests in any dealings with other bodies, groups and individuals.
- Complete required documentation and pass to the coordinator.
- Take part in training as required.

Person Specification:

Experience	Essential / Desireable
Good rapport with older people	E
Caring, friendly, patient and calm nature	E
Reliable and good time keeper	E
Flexible and professional approach	E
Able to communicate with staff in the hospital	E
Ability to work as part of a team and independently	E
Excellent listening skills	E
Safe and considerate driver	E
Clean, safe regularly serviced vehicle, fully taxed and insured for passengers and with a no smoking policy.	E
Familiar with the agencies and services operating for older people within the Boroughs	D

This job description is intended as a summary of the main elements of the job described. They may be varied from time to time in consultation with the job holder without changing the general character of the duties or the level of responsibility entailed.

If you have any questions please contact our HR department:
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020 8315 1862