**DISCHARGE SUPPORT SERVICE COORDINATOR**

JOB DESCRIPTION

This is an exciting opportunity to be part of a new and dynamic service offering support to people leaving hospital or at risk of readmission. The postholder will play an intrinsic part is enabling the individual to get home safely, settle back into their own environment and regain and maintain as much independence as possible to keep them living at home safely and increase their sense of wellbeing.

**Salary:** £12.00 per hour plus 5% pension contribution

**Contract:** Permanent

**Work location:** The post holder will work across Stoke Mandeville andWexham Park Hospitals, plus user homes

**Hours of work:** 28 – 35 hours per week, including some evening and weekend working. Working days and hours to be agreed.

**Reporting to:** Service Manager

**Job purpose:**

The Service Co-ordinator will be responsible for liaising with Clinicians and Community Health Professionals to receive patient referrals for hospital discharge and community support. The coordinator will then organise the support workers and volunteers to deliver the hospital discharge, settle in at home visits and follow up calls – as well as other support patients may require. The coordinator will also be part of delivering the support themselves as required.

Responsibilities will include managing incoming referrals, monitoring the service delivery, ensuring service health and safety, overseeing record-keeping, attending hospital meetings and helping to ensure the team works together seamlessly.

The post-holder will act as contingency for Support Workers when required and may need to provide cover for their colleagues at other hospitals supported by the service. This may include taking the patient home from hospital to enable their discharge, using the service’s vehicle or their own vehicle. Service confidentiality and safeguarding vulnerable people are key responsibilities of the role.

The post requires evening and weekend work, being part of officer on-call rota and potential emergency response duties during service hours.

**Key tasks and responsibilities:**

* To work with the Service Manager to identify, receive and respond to referrals from the hospital and other sources
* Provide daily coordination and support for Volunteers and Support Workers delivering the service, ensuring referrals are responded to in a timely and appropriate manner.
* Work with the Service Manager to ensure full coverage of staff rota.
* Liaise with hospital/community staff at hospital/community hospitals to promote the service, receive referrals, and provide a timely response to questions about the eligibility of a patient.
* Ensure that service users’ needs are assessed, recorded appropriately and the interventions informed by this process.
* Develop the service, providing support, leadership and motivation to the staff and volunteers when undertaking work with service users.
* Undertake service user visits and hospital discharges if necessary, using service vehicles and own vehicle as required.
* Ensure that the service is efficient, reliable and delivered consistently.
* Collaborate with colleagues within the area to establish effective working relationships through regular contact and meetings.
* Ensure that the impact of the service for service users is recorded through appropriate records, complete reports and paperwork as required.
* Review and monitor outcomes for service users.
* Ensure service users are correctly discharged according to agreed procedures.
* Provide support to the staff and volunteers delivering community support.
* To be a contingency for other Service Co-ordinators during periods of absence
* Work with colleagues to ensure that health and safety legislation and risk assessments are understood and implemented and that staff and volunteer safety is secured
* Identify and report any concerns for service users, volunteers or staff using appropriate procedures.
* Adhere to policies and procedures, including regarding data protection and confidentiality
* To undertake training as required and be prepared to travel within Buckinghamshire to attend any relevant meetings

This job description may be changed according to the needs of the organisation.

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PERSON SPECIFICATION

**Essential**

* Experience of working in an NHS, health or social care setting.
* Excellent coordination, interpersonal and communication skills.
* Empathetic approach to dealing with older & vulnerable people, and an understanding of their needs.
* Proactive, flexible, friendly, caring and person-centred approach.
* Good administration skills
* Good IT skills
* Comfortable working with and supervising Support Workers and Volunteers.
* Willing to work evenings and weekends as required by the service.
* Full driving licence and use of own vehicle to transport service users.
* Good telephone manner

**Desirable**

* Experience of working in the voluntary sector
* Experience of working in a multi-disciplined environment
* Knowledge of Buckinghamshire

This role will require an enhanced DBS check.

**Equal Opportunities**

Age UK Buckinghamshire is an equal opportunities employer and welcomes applications from all sections of the community, regardless of age, disability, race, religion or belief, gender, gender reassignment or sexual orientation.