



# Job Description

<b>Job Title:</b>	Home from Hospital Service Manager
<b>Responsible to:</b>	Chief Executive Officer
<b>Responsible for:</b>	Staff and Volunteers
<b>Salary:</b>	£34,727.23 per annum
<b>Hours:</b>	37 hours per week on flexible basis that may include some evenings and weekend work.
<b>Annual Leave:</b>	20 days per year, plus all statutory bank holidays and one compulsory day off from Age UK Bury. In addition, 3 days paid leave for you to undertake voluntary work for a charity of your choice.
<b>Contract:</b>	Temporary subject to funding. This scheme will be on-going until we are notified that the service is no longer required. Current funding has been secured for 2024/25.
<b>Location:</b>	Fairfield General Hospital, Rochdale Old Road, Bury, BL9 7TD although maybe required to work at other locations within the borough.

## Job Summary

To develop and co-ordinate the delivery of 'Home from Hospital', a hospital discharge service for Bury residents aged 50+ with a focus on helping the person to re-adjust to living independently back at home, thereby reducing their time in hospital and the need for re-admission to hospital. The role has been commissioned and key performance indicators are to be met and reported on to commissioners.

## Key Responsibilities

1. To assist individuals who have been recently discharged from the hospital, within the specified time frame of 48 hours from the referral.
2. To ensure that monthly data is supplied to Age UK Committee and Commissioning body.
3. To work with people aged 50+, Age UK Bury colleagues, partners and volunteers to develop, deliver and promote a high-quality hospital discharge service to support people aged 50+ to live safely and independently at home following discharge from hospital to meet specific outcomes.

4. To provide an empowering, enabling, person-centred service. Working with the person to resolve challenges that may delay their hospital discharge. The service is designed to offer “Anything that a friend would provide”.
5. To establish the patients’ needs and identifying the service requirements who have either been admitted to A&E or are due to be discharged from one of the wards or from Intermediate Care.
6. To attend multi- disciplinary team meetings, working with colleagues to identify individuals who would benefit from the Home from Hospital service.
7. 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. With the exclusion of:
  - Personal care
  - Regular domiciliary care
  - Medicine administration or management
8. To visit patients at home after discharge, carry out home safety checks and ensure the person is warm, safe, has access to meals and the ability to undertake basic activities of daily living and to signpost clients to other relevant agencies if additional support needs are identified.
9. To induct, supervise, develop and support a team of staff and volunteers to ensure the efficient and effective running of the Home from Hospital service.
10. To put in place 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).
11. To proactively market and promote the range of community services offered by Age UK Bury and its partners where appropriate, to support individuals to retain, regain and develop the skills to manage their lives and environment.
12. Ensure compliance with all relevant Age UK Bury policies and procedures and Quality standards and adherence to good practice guidance.
13. To develop and sustain effective relationships with clients, their carers and families, volunteers, Age UK Bury colleagues, NHS colleagues, other partners and the wider community to promote the safety, independence, health, well-being and personal development of people aged 50+ in Bury.
14. To provide regular reports and information to the Chief Executive Officer and the Resources and Performance Committee to meet the reporting needs of all funders and commissioners in a timely manner.
15. Other duties as directed by the Chief Executive Officer which are consistent and commensurate with the responsibilities of the post and the needs and development of the Home from Hospital service.

**Support can include (but not exhaustive):**

- Practical and emotional support
- Regular telephone calls
- Visiting at home
- Home assessment
- Collecting prescriptions
- Essential shopping (especially on the day of discharge)
- Arrange support to medical appointments and outpatient clinics
- Liaise with existing and available transport services to help people move from hospital to home
- Liaise with Handy Person Service for Key Safe, fitting of handrails, minor aids and adaptations and undertaking small household jobs as is required
- Liaison with the Technology Enabled Care Team at Bury Council to explore how Technology Enabled Care could benefit the person
- Preparing meals
- Assisting with light domestic support
- Welfare benefits check and referral / signposting to CABB, Housing Benefits team and other resources as required
- Income and expenditure assessment to identify any financial support requirements
- Signposting and referral to specialist help where required
- Signposting and referral to other services where appropriate (e.g. befriending, luncheon clubs and community activities)
- Low-level mental health support (where the person would not meet threshold for statutory services)

## Standard Clauses

- **Equal Opportunities:** The postholder will be expected to adhere to Age UK Bury's Equal Opportunities Policy in all aspects of their work.
- **Confidentiality:** The postholder will be expected to adhere to the organisation's Confidentiality and Data Protection Policy at all times.
- **Health & Safety at Work:** The postholder will be required to abide by the Age UK Bury's Health & Safety Policy and the requirements of the Health and Safety at Work Act.
- **Disclosure and Barring Service:** Confirmation of appointment to this post will be subject to a satisfactory DBS check.
- **Safeguarding Vulnerable Adults:** To report safeguarding concerns in accordance with the Age UK Bury Safeguarding Vulnerable Adults policy.

## Person Specification - Home from Hospital Service Manager

<b>Essential Criteria</b>	<b>Assessment Method</b>
<b><u>Knowledge &amp; Skills</u></b>	
Good standard of education	Application/ interview
Excellent verbal and written communication skills	Application/Interview
ICT literate - including Microsoft Office suite of Application Programmes	Application/Interview
Effective organisation and prioritisation skills	Application/Interview
Strong relationship building and management skills	Application/Interview
Understanding of and empathy with the issues affecting people aged 50+	Application/Interview
Skills in the management of people, resources and time	Application/Interview
Demonstrable commitment to Equality, Diversity and Inclusion	Application/Interview
Understanding of safeguarding vulnerable adults' policy and procedures	Application/ interview
<b><u>Experience &amp; Qualifications</u></b>	
Recognised health or social care qualification	Application/ interview
Experience of managing, supervising and developing staff	Application/ interview
Experience of working with and supporting volunteers	Application/ interview
Experience of co-ordinating the delivery of a service	Application/Interview
Experience of reporting on outputs and outcomes	Application/Interview
Experience of working with people aged 50+	Application/Interview
<b><u>Work Related Circumstances</u></b>	
Ability to drive with access to a vehicle for business use	Application/Interview
Willingness and ability to work flexibly including some evenings and weekends	Application/Interview
A proactive approach to the personal development of oneself and others	Application/Interview