

# Job Description

<b>Job Title:</b>	Home from Hospital Service Officer
<b>Responsible to:</b>	Home from Hospital Service Manager
<b>Salary:</b>	£21,699.30 per annum
<b>Hours:</b>	35 hours per week on flexible basis that may include some evenings & 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 support Bury residents aged 50+ helping them to re-adjust to living independently back at home, thereby reducing the need for re-admission to hospital, and reduce their time in hospital.

## Key Tasks

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 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.
3. 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 using a Strengths based approach.
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 provide support through effective listening, reassurance and encouragement.
6. To provide practical support for example, shopping, meal preparation, collecting prescriptions.
7. To signpost people to appropriate Age UK Bury and voluntary sector services and activities using the Bury Directory and experience of Voluntary Community & Faith Alliance (VCFA) and Community Support Groups.
8. Regularly update the Service Manager in writing on progress.
9. To maintain accurate records of hours worked, travel expenses incurred, support provided, outcomes and onward referrals made.
10. To maintain own professional expertise, including attending training as necessary.
11. To attend team meetings, take minutes and have regular 1:1's and yearly appraisals.
12. It is in the nature of the work that tasks and responsibilities are in many circumstances unpredictable and varied. All staff are therefore expected to work in a flexible way and if necessary, to take on tasks which are not detailed in their job description.

### **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)

### **With the exclusion of:**

- Personal care
- Regular domiciliary care
- Medicine administration or management

## 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 always adhere to the organisation's Confidentiality and Data Protection Policy.
- **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 Officer

<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
Understanding of and empathy with the issues affecting people aged 50+	Application/Interview
Good time management skills	Application/Interview
ICT literate - including Microsoft Office suite of Application Programmes	Application/Interview
Understanding of safeguarding vulnerable adults' policy and procedures	Application/ interview
Demonstrable commitment to Equality, Diversity and Inclusion	Application/Interview
<b><u>Experience &amp; Qualifications</u></b>	
Recognised health or social care qualification	Application/ interview
Experience of working in a health or social care setting	Application/ interview
Experience of reporting on outputs and outcomes	Application/Interview
Ability to work in a team and work independently	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