Date as postmark

Dear Applicant

**Home from Hospital Support Worker – Dewsbury**

Thank you for your interest in the above position. Please find enclosed: -

• Job Description

• Person Specification

• Basic Terms of Employment

• Equal Opportunities Monitoring Form

• Your Application and our Recruitment Process

• Application Form

Please read these papers carefully before you complete the application form, as short-listing will be based on the information you provide. Please do not submit a CV as a substitute for completing the application form.

We welcome applications from all sections of the community and have a Equality, Diversity & Inclusion Policy.

If you require the advert or application pack in any other format, please contact us.

As users of the disability confident scheme, we guarantee to consider all disabled applicants who meet the minimum criteria for vacancies.

Please return your completed application form to the address below.

Yours faithfully

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Carol Rodmell

**Deputy Chief Executive**

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**Age UK Calderdale & Kirklees**

**JOB DESCRIPTION & Personal Specification**

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| **POST:** | Home from Hospital Support Worker - Dewsbury |
| **SALARY:** | National living wage applies |
| **HOURS:** | 2 days per week Monday to Friday. Fixed term for 12 months. |
| **LOCATION:** | Dewsbury District Hospital and cover for other locations in Calderdale & Kirklees when required |
| **ACCOUNTABLE TO:** | Home from Hospital Manager |
| **RESPONSIBLE FOR:** | Transporting clients in our vehicles from hospital to their home providing support to settle them in ensuring they are safe, secure and comfortable. |

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| **AGE UK PRINCIPLES:** |
| The most valuable asset to Age UK Calderdale & Kirklees are the people involved with the charity. Our approach to recruitment and selection of employees reflects the importance of people to us, the values and the organisation of the charity including:   * To be client centred. * Deliver services with compassion. * Value staff and volunteers. * Be inclusive and embrace equality and diversity. * Develop trust in our services. * Everybody working together to achieve the same objectives.   As a Disability Confident Employer, we are committed to attracting and recruiting people with a disability. Through the Disability Confident scheme, we are challenging attitudes towards disability, increasing understanding of disability, removing barriers to disabled people and those with long term conditions so that all can reach their full potential and realise their aspirations. |

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| **ORGANISATIONAL EXPECTATIONS:** |
| Age UK Calderdale & Kirklees works in a variety of roles, many of which are based in differing geographical areas of our region.  In order that we can be most effective in the provision and delivery of services and projects to the older people of Calderdale & Kirklees you will need to work as part of a team. You will contribute to and share in the work of the organisation while maintaining an awareness of the political and social environment in which we work.  You will be expected to develop good working relationships with other Age UK Calderdale & Kirklees’ staff and relevant external organisations, as appropriate to your role.  You will adhere to all roles and responsibilities in line with Age UK Calderdale & Kirklees’ policies and procedures and all legislative requirements.  You will be expected to undertake any other activity requested by your Line Manager(s) that is appropriate to the experience and level of responsibility of the post holder, and to promote the work of Age UK Calderdale & Kirklees whenever possible. |
| **OUTLINE OF POST:** |
| * Working as part of a team transporting clients in our vehicles from hospital to their home. * Monitoring and assisting clients during transportation to ensure they are comfortable and safe. * Providing practical support to ensure that the client is confident in their ability to cope at home and helping them settle back in. * The aim of the role is to contribute to reducing bed days for older people and avoid unplanned re-admissions to hospital. * This role is fixed term for 12 months. |
| **MAIN TASKS:** |
| * Transporting clients in our vehicles from Dewsbury Hospital to their homes. * Offering compassion and practical assistance while settling clients back into their homes. * Ensuring the client has their medication, sufficient food, heating and is comfortable and safe to be left at home. * Helping rebuild the client’s confidence and give reassurance. * Maintaining client confidentiality at all times and seeking permission to share key information with professional staff when required. * Maintaining and recording client information on our computer database. * Attending appropriate training programmes to enhance the effectiveness of the project. * Applicants should be prepared to work flexible and occasionally unsociable hours. * Applicants will be expected to provide cover for colleagues in the Seamless Support Service which operates in the Calderdale & Kirklees areas, at times of holiday or illness in order to meet the needs of the service and the clients. |

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**Person Specification**

**HOME FROM HOSPITAL SUPPORT WORKER - DEWSBURY**

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| **Skills/Attributes/Abilities** | **Essential** | **Desirable** |
| Basic computer skills | 🗸 |  |
| Willingness to obtain and enhance qualifications and training for development in the post | 🗸 |  |
| Good basic education | 🗸 |  |
| NVQ in Care |  | 🗸 |
| Moving and Handling People training. |  | 🗸 |
| An understanding of the needs of older people | 🗸 |  |
| Awareness of discriminatory practices e.g. equal opportunities and confidentiality issues | 🗸 |  |
| Previous experience in a caring role or of the voluntary sector |  | 🗸 |
| Direct experience of working with older people |  | 🗸 |
| Good communication and listening skills | 🗸 |  |
| Ability to show empathy and be perceptive and responsive to clients' needs | 🗸 |  |
| Knowledge and understanding of activities and resources in the community |  | 🗸 |
| Ability to work as part of a team | 🗸 |  |
| Ability to act on own initiative | 🗸 |  |
| Reliable and trustworthy | 🗸 |  |
| Physically fit and capable of manually assisting clients | 🗸 |  |
| Flexible approach and a willingness to work in other services which may include weekends. | 🗸 |  |
| Will require a full driving licence | 🗸 |  |