

Hospital & Home Team Lead



Job purpose:

To work with our Hospital & Home Countywide Lead. Working with the Hospital & Home Team, the post holder will help the charity provide a cohesive, quality driven service to our older population within their homes and community. To support Hospital & Home Countywide Lead in ensuring an effective and professional Hospital & Home service within (but not exclusive to) mid-Cornwall Hub Area.

Main duties and responsibilities:

Team Lead Responsibilities

The aim of this role is to support and encourage a team of Hospital & Home Support Workers. Tasks will include:

- Support a small team of Hospital & Home Support Workers to ensure that this is a service they are proud to deliver. Help with recruitment and provide effective day to day team leadership, including coaching, training, and development.
- Working with the organisation to create a feeling of connectiveness with peer contact within your team of Hospital & Home Support Workers. Supporting to host team get togethers along with larger organisational meet ups.
- Working with the Admin Co-ordinator to manage administration tasks around absence, leave, expenses, etc.
- Supporting your team to access and implement updated policies and procedures to enable them to be informed, supported and safe.
- Actioning compliments, issues and complaints with clients and your team in a timely and professional manner.
- Undertake face-to-face assessments with clients in their homes.

Quality and service growth responsibilities

The outcome we are seeking from this role is a quality service, provided by a team of people committed to the wellbeing of people. Tasks will include:

- Attending promotional, upskilling and networking events
- Promoting the service as an Ambassador of the charity
- Supporting sustainable business growth such as, staff rota's
- Ensuring clients are brought into the service in an agreed timescale.
- Support with marketing campaigns and on-going promotion materials alongside Marketing Lead. Build business development relationships with other organisations and partners.
- Support relationships with community partners to enhance our customer reach and service offers.

Active Living delivery responsibilities

Our charity is agile and flexible, we do whatever is needed for the right outcome at the right time. On occasion, this post will require the team lead to be fully involved in the delivery of the service. Tasks will include:

- To deliver regular rostered Hospital & Home duties such as domestic tasks, shopping, stimulating activities, home administration; tailored to meet the individual needs of the clients.
- Providing cover for existing clients within your area
- Completing 'service set up assessments' and 'service reviews' within client's homes.

General responsibilities

- Carrying out any other duties as required; which are consistent with the duties and responsibilities of the post.

- Adhere to all organisational policies and processes, including arrangements for confidentiality agreements and contracts, safeguarding and GDPR.

Key contacts and relationships

The post holder will be responsible to Hospital & Home Countywide Lead. External relationships will be developed and maintained with service and referral teams, other agencies, community networks and local groups.

Job context

This post is subject to a satisfactory Enhanced Disclosure and Barring check with Adult Barred list check.

Travel is an essential part of the role, the postholder will therefore be required to hold a valid driving license for the UK and arrange their own access to an appropriately insured vehicle.

The postholder will be required to adhere to the organisations Code of Conduct and demonstrate commitment to our organisational values.

Our goal is inspiring individuals and communities to age well. We recognise that each person is an individual and we put them and their lifestyle needs at the forefront of all that we do. We believe that, by enabling a person to live the life they want, to the best of their abilities, using their own motivation to achieve their chosen lifestyle, they will attain a greater sense of well-being. This, in turn, is shown to have a positive impact on their health, reducing their dependency on formal health and social care, and helping them feel more connected to the people and activities in their local community.

Every volunteer and staff member within Age UK Cornwall & The Isles of Scilly is expected to uphold and promote these values in every aspect of their role, positively influencing and challenging attitudes and practice to enable others to adopt the same values.

The above description is correct as of November 2024. The postholder is expected to undertake duties relevant to the role, some of which may develop and change over time. Therefore, this job description will periodically be reviewed and amended in consultation with the post holder.

Print Name Signed Date

Person Specifications

Key competencies, skills and experience	Essential	Desirable
Qualifications		
Qualification in area related to Health & Social Care		X
Qualification in leadership (we can offer this training)		X
Experience		
Working in a Team leader role		x
Experience of working in admin		x
Experience of home support working	x	
Experience of working face to face with vulnerable and disadvantaged people in a range of settings	x	
Relationships		
Able to develop effective working relationships with a wide range of people including people of all ages, staff and volunteers	X	

The ability to communicate effectively with a wide range of people including people of all ages, staff and volunteers	X	
Equality and Diversity		
Experience of working face to face with vulnerable and disadvantaged people in a range of settings		X
Skills and Knowledge		
Physically able to complete the domestic tasks	X	
Familiar with a person-centred holistic approach	X	
Competent IT/admin skills	X	
Confident in communication/Inter-personal/networking skills	X	
Understanding of and adherence to organisational Code of Conduct, and relevant polices including but not limited to Data Protection & Confidentiality, Safeguarding, Health & Safety and Fair treatment	X	
Qualities		
Commitment to continuous personal development	X	
Positive and good-humoured, can-do solution focused attitude	X	
Self-autonomous and used to taking personal responsibility	X	
Flexible and welcomes change		
Other		
A Disclosure and Barring check satisfactory to the organization	X	
Access to own transport and ability to travel across the locality on a regular basis, including to visit people in their own homes	X	
A reasonable willingness to work flexible hours when required to meet work demands	X	