



## Discharge and Settle Worker

## Recruitment Pack

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## AUKEL: Our vision, values and strategy

### Vision

We want East London to be a place where people age well, and where older people live happy, healthy and fulfilled lives.

### Strategy

We have launched an ambitious [new five-year strategy](#) which was informed by the voices of older people in East London. Older people told us as part of our strategy consultation that they want to:

*Be independent,*  
*Be connected,*  
*Be informed and*  
*Be heard.*

All our service delivery ambitions are clustered under these four headings.

### Values

The way we do things is as important as what we do. We use the values agreed below, to frame our whole organisational approach.

*Kind*  
*Accountable*  
*Collaborative*  
*Flexible*  
*Inclusive*

## About Age UK East London (AUKEL)

### The organisation

Age UK East London (AUKEL) is a local independent charity, which is part of the national Age UK network. We work across Tower Hamlets, Hackney and Newham to deliver services which support older people to live healthier, happier and more fulfilled lives.

### Our work

Each year we support around 20,000 older East Londoners by providing flexible practical and emotional support in homes, hospitals and in the community. Our boroughs have the country's highest pensioner poverty in the country, further exacerbated by the current cost of living crisis.

### How we help:

#### 1. We tackle poverty

Each year our advice service supports over 2,000 older people to claim £3.2million in welfare benefits, grants and relief entitlements. During the cost of living crisis we distributed £42,000 worth of emergency vouchers for food, helping older people ensure there was food in the fridge.

#### 2. We alleviate loneliness

According to a national model, Tower Hamlets has the highest rates of loneliness in London and in England. Our East End Friends initiative teams housebound older people who'd like a bit more company with a volunteer to visit them at home. 92% of older people said they felt less isolated and lonely and 100% of volunteers would recommend the scheme.

#### 3. We improve health

Many older people live alone and struggle to manage around the home. Our home from hospital service supports 3,000 older people to return to a safe and warm home. Just 6% are readmitted to hospital within 28 days compared to 15.3% in areas where there aren't these services.

#### 4. We increase independence

Many older people in our boroughs have very poor health. For example, at age 65, women in Tower Hamlets can expect just six more years of good health, which is the lowest in London and almost the lowest in England. This reduces their quality of life and can make it harder to remain independent. As well as increasing income and addressing loneliness (both determinants of health) we offer yoga, walking, and chair-based exercise groups at our community centre in Bow. 87% of participants said they are more independent as a result.

## About the team

We are a friendly, welcoming team of about 70 staff and the same number of volunteers. As well as many new starters we have several colleagues with 20+ years of service. You can read about our senior team on our website <https://www.ageuk.org.uk/eastlondon/about-us/senior-staff/>, and here's a picture of a few of us at our Eid celebration in April 2024



## Background to the role

We have teams embedded in four hospitals across East London where they are recognised for the warm, responsive and kind person-centred service they provide for patients. They work in close partnership with ward managers, discharge teams and social workers to ensure the safe and timely discharge of patients, connecting them back to their local communities and ensuring that their chances of a sustained and speedy recovery are maximised. Our model has proven success in reducing re-admissions.

Over the past 12 months we have worked to reorganise how our Home and Settle team works. We have done this to reduce the pressure on individual staff members, increase the extent to which the teams work together and improve the consistency and sustainability of the services. The Discharge and Settle Worker role is key to this new model of delivery.

The postholder will be working in the community and in patients homes to help them settle back into life and to connect with the support and services that will help them avoid another hospital visit as far as possible. Maintaining good relationships with the rest of Age UK East London's Home and Settle team and will ensure the smooth running of the service and the best possible outcomes for patients.

This is an exciting time to join us as we build on our past learning and successes and increase the extent to which we integrate our services. Fast paced and with no two days the same, this work suits self-motivated team players who enjoy highly rewarding work that makes a difference to people and communities.

## Job description

<b>Job Purpose</b>
The home and settle service works collaboratively with hospitals to support people when they are discharged from hospital to return home. You will provide temporary practical and emotional support to service users within their home and make sure they understand the care and treatment choices available to them. The service is time limited, usually up to 6 weeks, to adjust and settle back in their homes.
<b>Key Tasks</b>
<ul style="list-style-type: none"><li>• Assess the needs of service users in hospital before discharge, and in their homes, and understand what barriers and enablers there might be to moving home.</li><li>• Aid the discharge process and improve patient experience through tasks such as key cutting and co-ordinating with colleagues for the setup of the home environment.</li><li>• Provide (and/or arrange) the practical and emotional support needed to enable service users to move home and/or remain safely at home.</li><li>• Be vigilant and make referrals/signpost for additional needs that our wider team, or partners can support. E.g. for benefit checks, energy advice, carers support, befriending.</li><li>• Help maximise service user independence by adopting an enabling approach.</li><li>• Develop a listening and caring relationship with the service user and their families/carers.</li></ul>



- Provide domestic practical support within the home e.g. light cleaning, washing, ironing (service user clothing only) etc.
- Prepare and service drinks and simple meals with or for the service user customer ensuring nutritional needs are met in accordance with individual support plan.
- Accompany service user outside the home e.g. hospital/GP appointments etc.
- Support customers with other tasks e.g. making telephone calls on their behalf, reading and responding to correspondence, completing simple forms (*training will be provided*) as directed by the customer etc.
- Ensure services provided by AUKEL in the community are safe and person centred.
- Report safeguarding concerns, in accordance with AUKEL safeguarding procedures.
- Work within AUKEL's expectations of professional boundaries and confidentiality.
- Provide cover in the case of sickness and annual leave periods of colleagues.
- Support service user reviews, ensuring all visiting information is uploaded on to AUKEL's organisational case management system.
- Meet with volunteers to provide support and guidance.
- Work with a range of professionals including:
  - Supporting health and social care professionals with patient discharge
  - Liaising with the Hospital health and social care professionals to facilitate smooth supported discharge.

### **Administration**

- Input all records, reviews, and visiting information to service user's case notes in a timely manner to maintain up-to-date and accurate records on AUKEL's case management system (currently Charity Log/Call-round App).
- Report all "no access" failed visits, or changes in service users' condition or circumstances in accordance with AUKEL's policies and procedures.
- Ensure service user comment sheets are completed.
- Support the return of Customer Comment sheets and general feedback in respect of your own service users.

### **Quality**

- Ensure services provided in the community are delivered in line with the Care Quality Commission (CQC) principles.
- Deliver all work in line with AUKEL quality mark standards.
- Commit to undertaking the Care Certificate, if not already held or in possession of NVQ level 2.
- Complete essential training as required by AUKEL to provide safe services.

### **Liaison**

- Work in collaboration with other agencies providing support within the customer's home.
- Work under the direction of the service manager and project officers.
- Represent AUKEL and participate in appropriate external meetings and events to remain aware of local, regional, and national issues affecting quality and compliance issues affecting care and home support services.

### **General**

- Meet regularly with your line manager for support, supervision, and appraisal.
- Attend team and staff meetings, (and other meetings) as required.
- Undertake any other duties within the competence of the post holder as may be required from time to time for the continued smooth running of AUKEL.

<ul style="list-style-type: none"> <li>• Complete any training which is required to fulfil the role.</li> <li>• Carry out the duties of the post in accordance with AUKEL policies and procedures including Equal Opportunities, Mental Capacity, Deprivation of Liberty, Food Hygiene, Health &amp; Safety, Confidentiality, Complaints, GDPR (General Data Protection Regulation), Safeguarding Vulnerable Adults etc.</li> <li>• Work within AUKEL's expectations of professional boundaries and confidentiality</li> </ul>
<p><b>Functional Links</b></p>
<ul style="list-style-type: none"> <li>• The post holder report to the Manager.</li> <li>• Close working with NHS health &amp; social care professionals.</li> <li>• Close working with external partner agencies e.g. Age UK Redbridge, Barking &amp; Havering, and Age UK Waltham Forest.</li> <li>• Close working with AUKEL internal departments e.g. information and advice, advocacy, Take Home &amp; Settle services, and volunteering department etc.</li> </ul>

## Person Specification

	Essential	Desirable
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of one-to-one work with vulnerable service users, including those with multiple issues and needs either through paid or unpaid position.</li> </ul>	<ul style="list-style-type: none"> <li>• Care Certificate or CQF Diploma NVQ Level 2, or equivalent, in Health &amp; Social Care.</li> <li>• Experience of working collaboratively with external partners.</li> </ul>
<b>Knowledge &amp; Understanding</b>	<ul style="list-style-type: none"> <li>• Understanding and commitment to empowering individuals to reach their full potential.</li> <li>• Understanding the principles of confidentiality in practice.</li> <li>• Understanding of safeguarding and when to raise a concern.</li> <li>• Understanding of stigma and discrimination, and the impact this has on people's lives.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of local services available to adults and their carers</li> <li>• Understanding of hospital discharge procedures.</li> </ul>
<b>Skills/Attributes</b>	<ul style="list-style-type: none"> <li>• Excellent interpersonal skills</li> <li>• Good English verbal and written communication skills</li> <li>• Good planning and organisational skills.</li> <li>• Ability to work independently and as part of a team</li> <li>• Ability to prioritise and manage time and resources in a competent manner</li> <li>• IT skills to the level of being able to use</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to speak community languages e.g. Bengali, Urdu, Punjabi, Turkish etc.</li> <li>• Able to use Charity Log (CRM used by AUKEL). Training will be provided as necessary.</li> <li>• Ability to drive with use of</li> </ul>

	<p>Word, email, internet, mobile phone apps and logging information on AUKEL's CRM</p> <ul style="list-style-type: none"> <li>• Can demonstrate AUKEL values (accountable, kind, flexible, inclusive, collaborative) in the way the service is delivered.</li> </ul>	<p>own vehicle (mileage and essential car users will be paid).</p>
<b>Additional Requirements</b>	<ul style="list-style-type: none"> <li>• This post is subject to the relevant check through the Disclosure &amp; Barring Service (DBS)</li> <li>• Flexibility in working hours to meet organisational needs.</li> <li>• The role is required travel across East London</li> <li>•</li> </ul>	

## Employment Details

### Hours available

We have different roles available between 16 and 35 per week.

### Location

The post holders will be mostly based

- Either within the London boroughs of Tower Hamlets and Hackney including the Royal London and Homerton Hospitals
- Or within the London boroughs of Newham and Waltham Forest including the Newham and Whipps Cross Hospitals

### Salary

£24,720- 27,810 per annum plus 5% employer pension contribution (starting salary will increase in line with the London Living wage)

We have recently introduced a salary bands system. This salary range refers to the lowest and top steps of the grade. Salary will progress every year until the top salary is reached.

### Holiday entitlement

25 days (pro-rata for part-time) of paid holiday per year plus bank holidays. This increases after two years of service to 27 days, and then a further one day per every year of service up to a maximum of 30 days after five years of service. In addition, all employees are entitled to one day off on (or around) their Birthday.

### Conditions of employment

The job offer is subject to the receipt of two satisfactory Employment References, an enhanced DBS Check and evidence of relevant Qualification.



# How We Value Our People

## **Learning and development**

We are committed to supporting our staff through a variety of training, e-learning, workshop and shadowing. A training needs assessment is carried out annually. During the appraisal and reviewed during supervision. The majority of vacancies are advertised internally to encourage staff to progress their careers within the charity.

## **Flexible working policy**

We welcome flexible working requests from day one and anyone can make as many requests as they wish to.

## **Family Friendly Policy**

We have a competitive Family Friendly Policy which includes maternity, paternity adoption and shared parental leave. We have an enhanced maternity and paternity pay policy based on the length of service.

## **Sick leave policy**

We also have a competitive sick pay policy which will give you up to 4 months full pay and 4 months half pay after 4 years of service.

## **Death in service insurance**

We have a Death in service insurance which will help your family to cope financially should something happen to you while employed with us.

## **Employee assistance programme**

We offer an Employee Assistance programme called WeCare which includes 24/7 online GP, Get fit programme, Mental health support, Financial and legal guidance.

## **Menopause and menstrual policy**

The policy supports employees in their ability to adequately self-care during their period and menopause, while not being penalised by having to deplete their sick leave.

## **Open Door policy**

The purpose of policy is to encourage open communication, feedback, and discussion about any matter of importance to an employee.

## **Wellbeing policy**

The policy is aimed to promote mental wellbeing among staff and volunteers and tackle the causes of work-related mental health problems.

## **Duncan Robertson Award**

For the outstanding contribution to the wellbeing of older people.

## **Cycle to work scheme**

The scheme allows employees to obtain commuter bikes and cycling accessories through their employer, whilst spreading the cost over 12 months and making unbeatable savings through a tax break

### **Other benefits**

Through Age UK National we provide the BUPA Employee Assistance Programme, the Blue Light Discount Card, access to a discount portal provided by AON and Ticket for Good.

## **Next Steps**

### **How to apply**

To apply, please complete the application form on our website.

### **Recruitment Timetable**

Deadline to receive applications: 13<sup>th</sup> March 2025 at 9.00am

1st stage interviews: week commencing the 24<sup>th</sup> of March

**Have any questions?** If you want to find out more about the recruitment process or the role, please contact Larissa Howells, Director of Services/Deputy CEO on: [larissa.howells@ageukeastlondon.org.uk](mailto:larissa.howells@ageukeastlondon.org.uk)