



Home and Settle Project Officer (two roles)

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 project officer role is key to this new model of delivery.

The postholder will maintain good relationships between the hospital team and Age UK East London's Home and Settle team and will oversee the smooth running of the service. 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

Job Purpose
<p>To support the manager and deliver on the home and settle services across two hospitals, supporting the wider team, and provide leadership when necessary. You will work in collaboration with AUKEL, the hospitals, and other community health and social care colleagues.</p> <p>The service supports people returning home after a stay in hospital, helping them to settle back at home, regain confidence and support with some practical tasks, e.g. shopping/cleaning. You will manage referrals, carry out assessments, and with the Manager, allocate service users to Discharge and Settle Worker caseloads. You will provide direct frontline support and co-ordinate visits to the service users' home in preparation for their return home, as necessary. You will work collaboratively to lead and manage your team to support the smooth transition from hospital to home for service users. The service is time limited, usually up to 6 weeks, to adjust and settle back in their homes.</p>
Key Tasks
<ul style="list-style-type: none">• Act as the first point of contact for all referrals across the hospital they are attached to.• Meet with patients in the community and/or hospital and carrying out assessments and risk assessments• Enter referrals on to AUKEL's case management system (currently Charity Log) in accordance with GDPR guidelines.• Allocate referrals to Discharge and Settle workers using tech available (currently the Call Round App), training will be available.• Collecting feedback from service users and uploading to case management system.• Prepare and keep stock of AUKEL Welcome Packs and service leaflets.• Deputise for the Manger at discharge planning and other meetings as directed.• Support the hospital to improve the patient's experience of the discharge process

- Monitor the case loads of each of the Discharge and Settle workers (DSW) to ensure they are evenly and fairly balanced.
- Work collaboratively with other agencies providing support services.
- Work with people with a range of needs, dealing with issues ranging from social isolation and keeping people engaged in their community, to preventing unnecessary admission to hospital.
- Plan and develop person centred interventions to provide short term support for people after hospital discharge.
- Deliver the front-line services as required e.g. when there is high demand, sickness or staff shortages.
- Provide occasional weekend cover for the A/L of other Project Officers
- Work with people with a range of needs, dealing with issues ranging from social isolation and keeping people engaged in their community, to preventing unnecessary admission to hospital.
- Supervise, support and develop DSWs and volunteers in your service.
- Liaise with the handyman service about referrals and jobs for service users.
- Ensure DSW are resourced to sign post service users to other services when the home and settle service intervention ends.

Administration

- Keep AUKEL case management system up-to-date, input all data, and ensure all referrals, interventions, time spent with service users are recorded.
- Allocate referrals to DSW using tech available (currently - Charity Log 'Call Round' App).
- Ensure wards have good supply of service leaflets and referral forms.
- Ensure data collected meets the requirements of the service's contract monitoring and key performance indicators.
- Ensure customer feedback questionnaires are sent at the end of each intervention and record returns.
- Ensure admin tasks relating to service users, Discharge and Settle workers or general admin is carried out in a timely and efficient manner.
- Provide weekend cover as needed, i.e. annual leave and sickness, for the services you manage and other hospital settle services provided by AUKEL
- Carry out monitoring of the service ensuring it meets the contractual requirements of commissioners.

Quality

- Be familiar with and to implement AUKEL policies and procedures.
- Ensure the service is delivered in accordance with Care Quality Commission fundamental standards.
- Ensure integration with other AUKEL projects, and service users are referred/sign-posted to appropriate support services available to them.
- Respond to safeguarding or other concerns and make appropriate reports and management action.

Liaison

- Represent Age UK East London and participate in appropriate external meetings and events to remain aware of local, regional and national issues affecting quality and compliance affecting care and home support services.
- Work in collaboration with hospital colleagues including discharge teams, A&E, ward staff, community teams to support the successful discharge of people and reduce readmission.
- Liaise with other AUKEL home and settle services and work collaboratively to maintain effective services, including sharing staff where appropriate.

<ul style="list-style-type: none"> • Work closely with the AUKEL handyman service to meet contractual obligations where a handyman service is provided as part of the service. • Liaise with contractors to arrange deliveries and works to service user's homes.
General
<ul style="list-style-type: none"> • 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. • Undertake any training required to fulfil the post. • Carry out the duties of the post in accordance with AUKEL's policies and procedures including: Equal Opportunities, Health & Safety, Confidentiality, Complaints, GDPR, Safeguarding Vulnerable Adults. • Arranging access visits to service user's homes • Work within AUKEL's expectations of professional boundaries and confidentiality.
Functional Links
<ul style="list-style-type: none"> • The Home and Settle Project Officer is supervised directly by the Home and Settle Manager. • Close working is required with AUKEL Finance Team, Information, Advice, Advocacy & Befriending Services, AUKEL Community services directorate, and other home and settle services across east London.

Person Specification

	Essential	Desirable
Experience	<ul style="list-style-type: none"> • Minimum of 2 years' experience of working within a health or care setting. • Experience of using IT systems to record work done. • Experience of supporting colleagues (this could be in a non-managerial position) 	<ul style="list-style-type: none"> • Experience of working within a hospital setting • Experience of managing and developing staff. • Experience of working with older people
Knowledge & Understanding	<ul style="list-style-type: none"> • Understanding of the impact of discrimination and disadvantage on the lives of people and ability to work in a trauma-informed manner. • Understanding of the needs of patients who may lack family or other support. • Understanding of the needs of lone workers whilst working in the community. • Understanding and commitment to safeguarding and promoting the welfare of vulnerable adults and their carers. • Understand of and commitment to equity, diversity, inclusion and dignity. 	<ul style="list-style-type: none"> • Knowledge of CQC fundamental standards • Understanding of NHS hospital discharge procedures • Experience of conducting assessments and risk assessments.

Skills/Attributes	<ul style="list-style-type: none"> • Excellent interpersonal skills • Excellent verbal and written communication • Intermediate IT skills • Excellent planning and organisational skills • Ability to work calmly under pressure,. 	
Additional Requirements	<ul style="list-style-type: none"> • This post is subject to the relevant check through the Disclosure & Barring Service (DBS) • The role is required travel across East London • Flexibility in working hours to meet organisational needs. 	

Employment Details

Posts available

We have two posts available:

- one will be working within the Newham and the Whipps Cross Hospitals, **35 hours** per week, Monday to Friday.
- one will be providing **weekend cover** and providing cover and support to the team from Friday through to Monday across all four of the hospitals we provide services to (Newham, Whipps Cross, Homerton and the Royal London Hospital); **28 hours** per week.

We welcome application for flexible working including reduced hours and other flexible working arrangements.

Location

The post holders will be mostly based within the Hospitals they oversee.

Salary

Between £28,840 and £31,930 plus 5% employer pension contribution.

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: 6th March 2025 at 9.00am

1st stage interviews: 12th and 13th of March 2025

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