
J O B D E S C R I P T I O N

RAPID RESPONDER

1. SUMMARY

The Charity's Discharge Service plays a pivotal role in supporting the health and social care system with the safe discharge of patients from hospital. Supporting older people in their own homes, following discharge from hospital, the role will be varied and rewarding. Helping older people reclaim their independence and dignity and supporting them to rebuild their confidence with everyday tasks, such as shopping, cleaning, paying the bills and much more.

Whilst working independently you will form part of a community based team that engages regularly with the office team, whilst receiving excellent support from your dedicated team leader.

2. DUTIES

- (a) Collect clients from hospital and return them to their homes post discharge.
- (b) To undertake a range of domestic tasks, including cleaning, shopping, escorted appointments, prescription collection, basic food preparation for clients as instructed by the Department Manager.
- (c) To undertake initial risk assessments within the clients property to ensure services can be safely delivered.
- (d) To concentrate on tasks agreed by the Help at Home Discharge Coordinator and the Client, using the appropriate domestic appliances and equipment available – e.g. sweeping, dusting, washing dishes, vacuuming, polishing and cleaning floors, bathrooms, kitchen, laundry etc.
- (e) To undertake welfare telephone calls to clients periodically throughout the post discharge period.
- (f) To complete all Age UK Plymouth documentation according to procedure and, with the full knowledge and agreement of the Client. This will be completed on Charity Log the Charity's chosen CRM.
- (g) To report any situation that gives cause for concern immediately to Line Manager.
- (h) To promote equal opportunities for all individuals.
- (i) To maintain confidentiality of information in line with the Charity's policies and procedures.
- (j) To take part in staff meetings, supervisions and appraisals as required by Help at Home Community Support Coordination Officer.

3. Clerical/Administration

To undertake all administrative duties associated with the smooth and efficient running of the Help at Home Community Support service including:.

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- (a) Word processing, spreadsheet and database services to the department.
 - (b) Photocopying and collating of documents as required.
 - (c) General clerical support, filing etc as requested.
 - (d) Other administration duties as required.

4. GENERAL

- a) To assist with Age UK Plymouth functions held at all centres, as required.
- b) To comply with the Charity's Health and Safety policies and other relevant policies and procedures as contained in the Employees Handbook and as appropriate to the post.
- c) To assist and take part in the Charity's profile raising and charitable events.
- d) To undertake any training considered appropriate to the post.
- e) To undertake such other duties as are reasonably appropriate to the post.

5. UNDERTAKING

I understand and accept my responsibilities, as outlined, for the post of Rapid Responder for Age UK Plymouth.

I accept the conditions of service.

Signed _____

Date _____

Name _____

(please print)