

Job Title	Home From Hospital Co-Ordinator
Reports to	Service Manager
Salary	£17,983 (30 hours)
Hours	30 hours
Location	Home Based with travel around Worcestershire
Probation Period	N/A – Fixed until 31 st March 2025

Purpose

The Home from Hospital service is to provide a short-term practical support for people being discharged from hospital. This involves triaging and facilitating a smooth discharge home from hospital and follow up visits for tasks such as shopping, light housework to ensure their house is safe to live in, transport to appointments, meals prep etc.

The service also aims to reduce hospital readmissions through working with clients to assess their needs holistically which, includes the use of assisted technology.

The role involves carrying out initial assessments either in the clients’ house or over the phone to determine what support they need to enable them to stay at home independently and avoid being readmitted into hospital. This may involve carrying out weekly client visits to ensure we are meeting the service demand and follow the individual through their journey as well as linking in with Home from Hospital volunteers for support.

As a Home from Hospital from Hospital Co-Ordinator, you will work closely with the Home from Hospital Service Manager and volunteers to assess clients’ needs and develop a person-centred support plan for clients being discharged from hospital. The role requires regular contact with volunteers when needed to support the service. The tasks of the volunteer can vary from shopping, light housework, companionship, transporting client to appointments etc. Where volunteers are unavailable or not appropriate for a volunteer to support the Hom from Hospital Co-Ordinator can be called upon to deliver the service.

Age UK Wyvern

Bank House,
7 Shaw Street,
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The role will require working in our local Acute Hospitals and Care Navigation Hub, developing relationships with professionals, liaising with referrers to assist in timely and safe discharges.

This includes:

1. Deliver a person-centred approach by assessing the requirements of clients in their own home following their discharge from hospital and producing a tailored support plan to meet the client's needs and wishes.
2. Working with referrers within the Care Navigation Hub in hospitals across Worcestershire to triage clients to ensure appropriate support is required.
3. Work collaboratively with volunteers to ensure support is provided for clients to meet their needs.
4. Motivate and support individuals to identify their own goals aspirations as well as developing self-management strategies to improve their health and wellbeing and maintain their independence. Ensuring that guided conversations are led by the individual and that they are at the centre of everything we do.
5. To support clients where possible to use assisted technology and/or support clients to move towards online e.g. prescription service, online food shopping etc.
6. To refer clients who consent into our internal services to further support them to stay independent at home and refrain from being admitted back to hospital.
7. To maintain accurate and contemporaneous client records using designated electronic/other organisational databases and provide written and verbal reports as required.
8. To form an active part of the team, participating in team meetings and attending regular 1-1s and appraisals.
9. To think and act in a supportive and non – judgmental way.
10. To be prepared to undertake regular training as required by the Service, including online training modules.

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11. To carry out any additional relevant tasks or duties as required on the instruction of any manager.
12. To ensure that safeguarding of service users is a key priority and take any necessary internal and external procedures and actions.
13. Work in accordance with GDPR, Safeguarding, best practice and quality frameworks.
14. Take responsibility for own personal development and learning. Undertake training as required.
15. Positively promote and publicise the work of Age UK Wyvern.
16. Any other duties as appropriate as requested by the organisation.

*** An Enhanced DBS Check will be required**

*** A full driving license and access to a vehicle for work purposes including transportation of clients is required (with appropriate business insurance)**

Person Specification
<p>Key requirements</p> <ul style="list-style-type: none"> • Experience with older people or other relevant work experience. • Experience of using systems for monitoring and evaluation. • Understanding of the needs of older people and the types of issues they face. • Organised, with strong administrative skills. • Good communication and listening skills and able to work with a variety of different individuals and agencies. • Able to structure own work and work independently. • Skilled in the use of Microsoft Office (Excel, Word, Outlook etc) and comfortable with email and internet technology. • Able to work positively with partners, including statutory agencies and voluntary groups. • A flexible and self-motivated approach – must be able to show initiative. • Diplomatic; able to deal with sensitive issues and topics.

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- Self-disciplined and highly motivated; a self-starter, happy to structure and organise own work.
- Able to prepare and convey information in a way which is accessible to both older people and professionals alike.
- Compassionate and sensitive to the needs of others.
- Access to own transport with a full driving licence, business car insurance, MOT & tax.

Desirable attributes

- Delivering information and advice in a public facing setting.
- Good knowledge of the types of agencies and organisations which support older people and how they relate to each other.
- Good knowledge of the local area
- Understanding the challenges around engaging with older people from different background

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