

**Sheffield Churches Council for Community Care**  
**CIO No. 1168077**

**Job Description**

**Job Title: Support worker (Discharge support and admission prevention)**

**Hours: Bank work – Shifts will be released on a 4-week basis more shifts may be released during this period if necessary to the needs of the charity.**

**Salary: Bank Workers receive a retention payment of £65.52 per month, which will cover the first 6 hours of work during the month. Thereafter, Bank Workers will receive £10.92 per hour for any additional hours worked.**

**Retention payments will be rescinded if 3 shifts are declined consecutively.**

**The organisation**

SCCCC has over 50 years' experience in providing services that respond to the needs of vulnerable people in a practical and neighbourly way, complementing the care given by other service providers. SCCC work in partnership with Sheffield Teaching Hospitals, Sheffield City Council and Sheffield Clinical Commissioning Group.

The schemes we provide are:

- A&E to Home
- Hospital to Home
- Back home scheme
- Good Neighbour Scheme

**The role**

We are looking for a caring, compassionate, and self-motivated individual to join our expanding team and work across all our schemes where you will make a real difference to the lives of people within our community.

Playing a pivotal role in providing excellent support to older people who need it, you will have a flexible approach and be able to adapt to changing circumstances as they arise as the role may see you working in any of the schemes delivered by SCCC (described in more detail below).

We are not a CQC'd organisation and there is no personal care involved in any of our roles.

**Good Neighbour Scheme:**

The Good Neighbour Scheme involves volunteers who help older people - enhancing their quality of life and providing the kind of support a 'Good Neighbour' might give. However, on occasions we may need to involve paid workers to support the service.

**Hospital to Home:**

This scheme provides a wide range of short-term practical help for older people and their family and carers following a referral from a health/social care professional to prevent hospital admission or to facilitate a safe discharge from the Sheffield Teaching Hospitals Foundation Trust.

### **A&E to Home Scheme:**

This service covers the A&E Department at the Northern General Hospital and the Emergency Admission Unit and the Minor Injuries Unit at the Royal Hallamshire Hospital. It is aimed at older people who are taken to the hospital with a minor injury and who are well enough to go home with some support.

### **Back Home scheme:**

A 4-week intervention to give assistance and practical support for people leaving hospital without formal care. The service runs 7 days a week including bank holidays

### **People who may benefit from the schemes are:**

- Older and vulnerable people who may be frail, socially isolated, have no relatives, living alone or with older carers and other vulnerable adults
- Older and vulnerable people who may be at risk of avoidable re-admission
- Individuals or health/social care professionals who have concerns about home situations and a person's ability to live independently.

### **How the Schemes Work**

Professionals from teams in health/social care contact the office to arrange assistance for people being discharged from hospital or who are at home and at risk of readmission. Most of the requests are for short-term practical help and include but are not limited to: -

- Collecting a patient from hospital and transporting them home safely.
- Basic shopping.
- Fitting temporary key safes.
- Delivering and fitting small pieces of equipment e.g., bed levers, commodes, pressure relieving cushions, chair raisers etc.
- Collecting clothes and other personal items from home and taking to the ward.
- Short-term feeding of pets left at home.
- Picking up the patient's key to provide access for a contractor e.g., for repairs, adaptations, environmental health.
- Assistance with moving small items of furniture to facilitate a hospital bed delivery, or to enable greater mobility and thus avoid admission to hospital.
- Referrer led home assessments.
- Escorting to hospital appointments.
- Welcome the Individual home
- Support the Individual to follow-up any problems associated with the discharge from hospital process. For example: Contact as required District nurses, doctors etc.
- Signpost to appropriate community activities and services
- Low level support in essential areas such as food preparation, shopping, prescription and pension collection, light household cleaning, washing etc.
- Undertake level 1 falls assessment
- Advice and guidance on healthy lifestyle, safety around the home etc.
- Signpost to appropriate benefit advice service if required
- Longer term referrals to GNS come from health and social care professionals as well as self, family and friends. The services we offer through volunteer and staff teams include face-to-face friendly visits (befriending in a client's home), telephone support and the pen pal scheme/happy post (regular mail/cards/letters).

## **Duties and Responsibilities (dependent on the scheme):**

- Work closely with other team members to take referrals from a range of referrers, including health and social care staff, friends and family members and the individual themselves, and carry out those referrals or allocate volunteers where appropriate.
- Complete referrals taken by the team
- Work proactively to plan discharges from hospital in a safe and supported way
- Prevent the deterioration in the health condition and aid the reduction of inappropriate readmission/ avoidance to hospital through the provision of low-level practical interventions
- Aid the reduction of premature admission to hospital and/or residential care
- Provide support to those discharged from hospital or those likely to be re-admitted, to regain their confidence to be able to continue to live independently
- Ensure Individuals reintegrate back into their community and feel supported both emotionally and socially through social interaction
- Deliver a flexible Individual-centred service
- Provide support to informal carers
- Be available for enquiries from service users and their families and respond to any requests for information in a timely and professional manner.
- Follow up, check, and review all referrals with volunteers, service users and service providers in a systematic way.
- Complete a check list to ensure all identified needs have been actioned.
- When appropriate for the particular scheme, ensure that each service user receives a home visit prior to allocation of a volunteer in order to confirm personal details, undertake a risk assessment and better understand them and their needs.
- As appropriate, ensure that those service users with complex needs and who are not suitable for a volunteer receive a monthly visit from a relevant staff member.
- As appropriate, provide telephone support to service users.
- As directed provide ongoing support and supervision to volunteers within SCCCC and ensure that the service is responsive to the needs of its volunteers.
- Ensure that all duties and functions are carried out in accordance with SCCCC's regulations, policies, and procedures.
- Maintain appropriate records of work undertaken and produce written reports as required.
- Attend the meetings of the organisation and any other meetings as required.
- Attend appropriate training courses to enhance and develop her/his own skills.
- Liaise with the fundraiser in order to maximise donations to the organisation.
- Publicise the scheme through all appropriate channels.
- Carry out other duties and relevant tasks consistent with the responsibilities of the post, which from time to time may be required as agreed between the post holder and the Senior Manager.
- This is not a complete description of duties and may be amended in light of changing needs of the organisation after consultation with the post holder

## Person Specification

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b> (General education/further and professional)	5 good GCSE's (or equivalent) including English and Maths	Degree level qualification
<b>Experience</b> (Previous/current work or any other relevant experience)	Minimum 2 years' experience in a relevant post or organisation  Experience of contributing to a team environment	Experience working within community engagement and a volunteering environment  Experience of working with older people  Experience/awareness of risk assessments
<b>Further Training</b> (Specialist/Management previous job training)	Evidence of recent relevant continuing professional development	Qualification in Community Work and/or Health and Social Care
<b>Special Skills/Aptitudes</b> (Verbal, numerical, mechanical)	Understanding of the needs and challenges that face older people and their families  Ability to work effectively with a diverse range of individuals and organisations  Ability to communicate effectively both internally and externally to a wide variety of audiences  Good telephone manner and the ability to deal sensitively with service users, family members and carers  Ability to relate well to volunteers  Proven organisational skills and administrative ability, capable of meeting deadlines  Methodical and accurate record keeping  Computer literacy in dealing with standard MS office packages, including spreadsheets  Committed and highly self-motivated	

	<p>The ability to work in a self-directed manner, and as part of a team, with a commitment to mutual support</p> <p>Ability to work under pressure</p> <p>Ability to problem solve competently</p> <p>Ability to adhere to an organisation's policies, procedures, and instructions</p> <p>Able to act with integrity and take action if ethics, values, or standards are compromised</p>	
<p><b>Other Factors</b> (e.g., car driver/owner)</p>	<p>Car driver/owner with daily access to a vehicle</p> <p>Willing to work outside office hours (both evenings and weekends) when necessary</p> <p>Able to evidence outstanding timekeeping and attendance</p> <p>Able to display a flexible and adaptable approach to the range of duties required</p> <p>Shares SCCCC's values and ethos and committed to SCCCC's vision</p> <p>Level-headed, non-judgmental, with a calm approach and a commitment to Equal Opportunities and Diversity</p> <p>A willingness to learn and a commitment to training and development</p> <p>Ability to maintain confidentiality</p> <p>Clear Enhanced DBS disclosure check</p> <p>Proactive engagement in supervision</p>	<p>Understanding of the role of the Voluntary and Community Sector in the field of Health and Social Care</p> <p>Knowledge of health and safety issues</p>