

Sheffield Churches Council for Community Care
CIO No. 1168077

Job Description

Job Title: Home from Hospital (Doncaster) Discharge support and admission prevention worker

Salary: Grade 2-3 (£21884.50 to £22975.01) Full time

**Hours: Full time (35hrs)
Part time (21 hours) pro rata**

Fixed term – 1-year fixed term – Permanent position may be available after term ends.

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. SCCCC work in partnership with Sheffield Teaching Hospitals, Sheffield City Council and Sheffield Clinical Commissioning Group. We have recently started to work in the Doncaster area.

The role

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

Playing a pivotal role in providing excellent support to older and vulnerable people who need it, you will have a flexible approach and be able to adapt to changing circumstances.

People who may benefit from this service 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 re-admission
- Individuals or health/social care professionals who have concerns about home situations and their ability to live independently.

How the Service Works

Professionals from teams in health/social care or the patient themselves contact the office to arrange assistance and practical support for people/themselves leaving hospital. The service runs 7 days a week including bank holidays. Tasks will include

PRE DISCHARGE PLANNING AND SUPPORT

- Make contact with Individuals / carer to talk through the Pre discharge process and what it will entail based on the needs of the Individuals.

- Establish with permission of the Individual the links with family, friends, neighbours who may be able to support the Individuals following discharge from hospital
- Ensure that any medication prescribed is with the Individual in readiness for their discharge.
- Check that utilities and main services are switched on and working (e.g. power, water, phone, etc.) to ensure hot water and sufficient basic level of warmth in the home
- Check state of food stocks, particularly stored in fridge and freezer, disposing of all out-of-date or suspect items
- Bed made up with clean bedding
- Facilitate the installation of any Telecare and other equipment prior to discharge (support the installation of response mechanism) If, Telecare (key safe, pendant alarm etc.) is required link with the Service Provider to support this to be in place at earliest pre/ post discharge from hospital
- Provision of basic foodstuffs and household essentials as required for initial 48 hours
- Main rooms aired and cleaned, sink cleared of dishes
- Clothes washing
- Arrange for timely retrieval/return of pets where appropriate
- Prepare list of tasks completed, suggested further action, special instructions.

POST DISCHARGE SUPPORT

- Welcome the Individual home
- Provide re-assurance that they will receive support at home based on need
- Support the Individual to follow-up any problems associated with the discharge from hospital process. For example: Contact as required District nurses, doctors etc.
- Support Individuals to change anti embolic stockings
- Signpost to appropriate community activities and services
- Signpost to relevant agencies and Service Providers where appropriate e.g. Well Being Service, Volunteer Befriending Scheme
- 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
- Assist with ensuring Individuals are familiar with the medication they have been provided with on discharge and by providing prompts if required
- Provide a list of Emergency Numbers

- Establish repeat prescription delivery service
- Complete a check list to ensure all identified needs have been actioned.

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.
- 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 residential care
- Provide support to those discharged from hospital or those likely to be 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.
- 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

	Essential	Desirable
Qualifications	5 good GCSE's (or equivalent) including English and Maths	

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

	<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 SCCCC ethics, values, or standards are compromised</p>	
<p>Other Factors (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>

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