

SCCCC

Job Title: Hospital to Home Team Member

Salary: £16,495 to £18,431

Hours: Full-time or Part-time hours considered

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.

The schemes we provide are:

- Friendly visiting
- A&E to Home
- Hospital to Home

The Role:

The role will be within the Hospital to Home Team which takes referrals from all the hospitals and the sites connected to them. It ensures that short-term practical support is available for patients admitted to, or being discharged from hospital, particularly where there is no other support or the patient is considered to be vulnerable.

Examples of some of the requests we receive are:

- Meet and greet a patient at home on the day of discharge
- Delivering and fitting small items of equipment (e.g. commodes, bed levers, etc.)
- Shopping for a patient on the day they are discharged from hospital
- Collecting clothes and personal items from home to take to the hospital
- Re-arranging/ moving furniture to enable greater mobility in the home and to make space for a hospital bed
- Collecting patients from the hospital and ensuring they get home safely

Duties and responsibilities:

Take referrals from Sheffield Teaching Hospitals, community staff and other partners during office hours.

Liaise with the Hospital to Home on-call coordinators, other SCCCC staff and staff in all the relevant hospital departments to ensure effective operation and uptake of the schemes.

Attend relevant meetings with hospital staff and other health and social care staff.

Maintain appropriate records of work undertaken and produce written reports as required.

Attend team meetings and meetings of the Trustee Board as required.

Attend other events and meetings of SCCCC as required.

Publicise and promote the scheme through all appropriate channels.

Ensure that all duties and functions are carried out in accordance with the organisations regulations, policies and procedures.

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 his/her line manager

To participate in the “on call” cover arrangements and over the Christmas and New Year period.

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. Any other duties commensurate with the post.

Accountability:

The Hospital to Home Team Member reports to and will be supervised by the Hospital to Home Team Leader.

Relationships:

The post holder will be expected to develop good working relationships with all members of the staff team and help maintain a mutually supportive environment. This includes supporting the work of the organisations other schemes whenever possible.

Conditions of Service:

This appointment will be for a fixed term period of 12 months.

The period of notice will be 4 weeks on either side

The holiday entitlement is 33 days (pro rata, inclusive of bank holiday allowance) taken at mutually convenient times. The holiday year runs from 1st January to 31st December.

It is essential for the post holder to have a full clean driving licence and access to a car insured for business use. Travel expenses will be paid in line with SCCCC's current policy.

The post holder will work with the policies and procedures of SCCCC.

PERSON SPECIFICATION:**Skills, Knowledge and Experience:****Essential:**

- 5 good GCSEs (or equivalent) including English and Maths
- Good telephone manner and the ability to deal sensitively with service users, family members and carers
- Experience of contributing to a team environment
- Proven organisational skills
- Experience using Microsoft Office
- Methodical and accurate record keeping
- Level headed, non-judgemental and calm approach
- Problem solving skills
- Ability to communicate effectively, both verbally and in writing, with a wide range of people
- Self-motivating and able to work independently, to prioritise own workload and work to deadlines
- Ability to work effectively with a diverse range of individuals and organisations from a variety of ethnic and social groups
- Understanding of the need to maintain confidentiality
- Commitment to Equal Opportunities and Diversity in the workplace
- Flexible and cooperative approach to work and ability to work as a team member, and independently, with a commitment to mutual support
- A willingness to learn and a commitment to training and development
- Proactive engagement in supervision

Desirable:

- Experience of supervising volunteers
- Understanding of the role of the voluntary and community sector in the field of health and social care
- Experience of working with older people and an understanding of the needs and challenges that face older people in our communities
- Experience/ awareness of risk assessments