

Sheffield Churches Council for Community Care

CIO No. 1168077

Job Description

Job Title: Team Member

Salary: Grade 2 to 3 (£18,065 to £19,554)

Hours: Part –time (21 Hours)

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:

- Good Neighbour Scheme
- A&E to Home
- Hospital to Home

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).

Good Neighbour Scheme: Generally, the Good Neighbour Scheme involves volunteers to 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 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. It operates from 8:30am to 6pm daily with a limited service every evening and at weekends.

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. This service operates between 9am and 9pm, seven days per week - including Bank Holidays.

People who may benefit from the schemes are:

- older people who may be frail, socially isolated, have no relatives, living alone or with older carers and other vulnerable adults
- individuals or health/ social care professionals who have concerns about home situations e.g. fridges left full of food, fires or lights left on when someone is in hospital

How the Schemes Work

Professionals from teams in health /social care contact the office to arrange assistance for people leaving hospital or who are being looked after at home.

Most of the requests are for short-term practical help and include such tasks as:

- collecting a patient from hospital and transporting them home safely;
- arranging for basic shopping to be delivered on discharge or in an emergency;
- fitting temporary key safes;
- delivering and fitting small pieces of equipment e.g. bed levers, commodes, raised toilet seats, chair raisers etc;
- collecting clothes and other personal items from home and taking to the ward;
- short term feeding of pets left at home;
- heating the home prior to discharge;
- 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;
- occasional sitting to give a carer time to attend an appointment;
- escorting to hospital appointments.

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.
- Liaise with other SCCCC staff and staff in all the relevant hospital departments and community teams to ensure effective operation and take up of the schemes and SCCCC other services.
- 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.

- 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.
- Liaise with the Operations Manager to participate in volunteer training as appropriate.
- 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 (General education/further and professional)	5 good GCSE's (or equivalent) including English and Maths	Degree level qualification
Experience (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 volunteering environment. Experience of working with older people Experience/ awareness of risk assessments.
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)	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>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 and calm approach with 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>