

**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 four-week basis. Additional shifts may be released during this period according to the needs of the charity.

Salary: £13.45 per hour – a shift is 7 hours. Hours of work are between 9 a.m. and 6 p.m.

(We are currently updating our salary scales; this information will be released to you as soon as it is available.)

If there are no available shifts in a month, a retention fee of £63.73 will be paid for that period.

Retention payments will be rescinded if three shifts are declined consecutively.

The Organisation

SCCCC has over 60 years' experience of providing services that respond to the needs of vulnerable people in a practical and neighbourly way, complementing the care provided by other service providers. SCCCC works in partnership with Sheffield Teaching Hospitals, Sheffield City Council and Sheffield Clinical Commissioning Group.

The schemes we provide are:

- Hospital to Home
- Discharge Lounge transport

The Role

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

You will play 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 involve working in any of the schemes delivered by SCCCC (described in more detail below).

We are not a CQC-regulated organisation, and no personal care is involved in any of our roles.

Hospital to Home:

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

Discharge Lounge Scheme:

This service is based in the Discharge Lounge at the Northern General Hospital. It provides transport for patients who do not need ambulance transport but require more support than a taxi can provide. We offer wheelchair-accessible transport and, once home, take time to make sure that the patient is settled and has everything they need.

People who may benefit from the schemes are:

- Older and vulnerable people who may be frail or socially isolated, have no relatives, live alone or with older carers, and other vulnerable adults.
- Older and vulnerable people who may be at risk of avoidable readmission.
- 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 health and social care teams contact the office to arrange assistance for people being discharged from hospital or who are at home and at risk of readmission. Most 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 and chair raisers.
- Collecting clothes and other personal items from home and taking them 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 or environmental health work.
- Assistance with moving 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.
- Welcoming the individual home.
- Supporting the individual to follow up any problems associated with the hospital discharge process, for example, contacting district nurses or doctors as required.
- Signposting to appropriate community activities and services.
- Low-level support in essential areas such as food preparation, shopping, prescription and pension collection, light household cleaning and washing.
- Advice and guidance on a healthy lifestyle and safety around the home.
- Signposting to an appropriate benefits advice service, if required.

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 where appropriate.

- Complete referrals taken by the team for work described above.
- Provide support to those discharged from hospital, or those likely to be readmitted, to help them regain the confidence to continue living independently.
- 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 their needs.
- 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 their 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 the duties and may be amended in light of the organisation's changing needs, following consultation with the postholder.

Person Specification

	Essential	Desirable
Qualifications (General education/further and professional)	Five good GCSEs (or equivalent), including English and Maths.	Health and/or social care qualification.
Experience (Previous/current work or any other relevant experience)	A minimum of two years' experience in a relevant post or organisation. Experience of contributing to a team environment.	Experience of working within a voluntary or charity sector organisation. Experience of working with older people. Experience of, or awareness of, risk assessments.
Further Training (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 facing 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, with 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. Methodical and accurate record-keeping. Computer literacy and proficiency in standard Microsoft Office packages, including spreadsheets. Committed and highly self-motivated. Ability to work in a self-directed manner and as part of a team, with a commitment to mutual support. Ability to work under pressure. Ability to solve problems competently. Ability to adhere to an organisation's policies, procedures and instructions. Ability to act with integrity and take action if ethics, values or standards are compromised.	
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Other Factors (e.g., car driver/owner)	Car driver/owner with a full UK driving licence for a manual vehicle with daily access to a vehicle (this is essential) Shares SCCCC's values and ethos and is committed to SCCCC's vision. Willing to work outside office hours (both evenings and weekends) when necessary. Able to demonstrate outstanding timekeeping and attendance. Able to display a flexible and adaptable approach to the range of duties required. Level-headed and non-judgemental, with a calm approach and a commitment to equal opportunities and diversity. Willingness to learn and a commitment to training and development. Ability to maintain confidentiality.	Understanding of the role of the voluntary and community sector in the field of health and social care. Knowledge of health and safety issues. Clear enhanced DBS disclosure check.
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