

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

Job Description

Job Title: Out-of-hours Support Worker (Discharge Support and Admission Prevention)

We are looking to recruit for the above position. The post will predominantly involve working on Thursday evenings, with additional shifts available throughout the year to cover holidays.

Pay

Evening on-call payment per shift = £15.75, 6pm–10pm

Weekend on-call payment per day = £31.50, 10am–10pm

Additional payments after the first hour of call out = £16.81 per hr

There is also the option of other day time bank hours when available.

We are currently updating our salary scales and will share this information as soon as it is available.

Full training will be given

The organisation

SCCCC has over 60 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 role

We are looking for a caring, compassionate, and self-motivated individual to join our expanding team and work across our hospital to home scheme 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 SCCCC (described in more detail below).

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

The post supports people to return home safely from hospital, avoid unnecessary admission or readmission, and regain confidence to live independently through practical, low-level support.

Hospital to Home:

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

People who may benefit from the schemes are:

- Older and vulnerable people who may be frail, socially isolated, living alone, without relatives, living with older carers, or otherwise vulnerable
- 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 health and social care teams contact the office to arrange assistance for people being discharged from hospital or for people at home who are 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, chair raisers etc.
- 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 benefit 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 or allocate volunteers where appropriate.
- Complete referrals taken by the team
- Aid the reduction of premature admission to hospital and/or residential care
- 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.
- As appropriate, provide telephone support to service users.
- 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 duties and may be amended in light of the changing needs of the organisation, following 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	Health and/or social care 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 Voluntary or Charity Sector organisation 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 The 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 problem solve competently Ability to adhere to an organisation's policies, procedures, and instructions Able to act with integrity and take action if ethics, values, or standards are compromised	
Other Factors (e.g., car driver/owner)	Car driver with a full UK license for a manual vehicle with daily access to a vehicle Shares SCCCC's values and ethos and committed to SCCCC's vision Willing to work outside office hours (both evenings and weekends) when necessary Able to evidence outstanding timekeeping and attendance Able to display a flexible and adaptable approach to the range of duties required Level-headed, non-judgmental, with a calm approach and a commitment to Equal Opportunities and Diversity A willingness to learn and a commitment to training and development	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

	Ability to maintain confidentiality	
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