

# Job pack

## Hospital Discharge Coordinator



**At the Heart  
of our  
Community**



## This pack contains the following sections:

- About the employer: Age UK Hillingdon, Harrow and Brent
- How to apply
- Role description and Person Specification

Age UK Hillingdon, Harrow and Brent is the leading provider of services for older people across the three west London boroughs. We are an independent local charity and are affiliated through a brand partner agreement to Age UK.

Age UK HHB provides support and services to around 15,000 older people per annum under the following broad categories:

### Information and Advice

A core service across our three boroughs and an entry point for older people into receiving support. We provide quality assured (AQS) advice on a range of issues such as benefits (including support with form filling), housing, blue badge applications, taxi-card and dial-a-ride applications, council tax relief, will writing etc. We support older people to access over £1 million of unclaimed benefits each year.

### Community Support

We facilitate a wide range of social activities and other well-being support.

### Hospital Services

We provide services at Hillingdon Hospital & Northwick Park Hospital supporting older people both at A&E and on discharge, helping to reduce the need for unnecessary admission or readmission. We also provide a physio led Falls prevention programme which provides individually tailored support for older people at risk of falling in their own home.

### Paid for Services

We run a successful domiciliary support service – our staff can support older people to go shopping, attend hairdresser/GP appointments etc or carry out domestic tasks at home. We also provide a Homeshare scheme where older people who have a spare room and would like some companionship and support are paired up with younger people in search of affordable lodgings. We also provide a Trusted Trader service that vets local traders with a view to making it more difficult for rogue traders to take advantage of older people.

### Partnerships

Age UK HHB is a founder member of H4all and supports delivery of a range of wellbeing and community services provided through this and other local partnerships. We are also a member of Harrow Community Action through which we are lead partner delivering social prescribing services through primary care in Harrow. We have also recently combined our retail operations (charity shops) with Harlington Hospice and Michael Sobell Hospice.

## How to apply

For more detailed information on how to make the most of your application, please see the **Application Guidance Notes** on our website [Working for Us \(ageuk.org.uk\)](https://www.ageuk.org.uk)

Candidates are advised to structure their essential information in the application form in line with the points in the person specification, and to provide clear examples of their experience that demonstrate their skills and knowledge. Please note we do accept CV's but it will need to be accompanied by Age UK HHB Application Form.

Candidates are warmly invited to arrange an informal discussion with the recruiting manager, before submitting their application, which can be arranged by contacting [HR@ageukhbb.org.uk](mailto:HR@ageukhbb.org.uk)

## What we offer

- Flexible Working
- Hybrid Working
- Compressed hours available
- Job share considered/ Part time hours considered
- Training and development
- 5% pension contribution
- Health plan with employee assistance and 24 hour support
- 26 days annual leave (plus bank holidays) rising to 30 days
- London Living Wage employer

**Closing date for applications: Tuesday 3rd September 2024**

# The Role: Hospital Discharge Coordinator

**Salary:** £29,000pa

**Hours:** Full Time - 35 hours per week

**Responsible to:** Services Manager

**Employed by:** Age UK Hillingdon, Harrow and Brent

## **Based at:**

- Northwick Park Hospital (two half days per week)
- Harrow Carers offices. (one day a week)
- Age UK offices (one day a week)
- Home visits (one visit per week)
- Some home working

## Role Purpose

### **Main purpose of the job:**

Coordination of discharge support service based at Northwick Park Hospital and post discharge interventions

## Main duties and responsibilities (role profile)

### **Primary**

- Co-ordinate hospital discharge support service for older patients, facilitating their transition back into the community working closely with support workers and hospital staff
- Support motivate and advise take hospital support workers in carrying out their roles
- Follow up with patients post discharge through phone calls/ home visits to support their needs and to aim to prevent readmission
- Identify post discharge support and facilitate
- Enable discharged patients to access appropriate services, support networks and resources
- Maintaining monitoring and detailed case records related to the project
- Work with service Managers to complete Project reports
- Oversee the day to day running of the project and work closely with Service Manager from Age UK HHB and Harrow Carers

## Main Duties

- Work closely with our hospital staff to aid Discharge from A&E and wards and coordinate post discharge support
- You will work from multiple sites and carry out home visits which include the following:
  - Northwick Park hospital discharge hub
  - Harrow Carers offices
  - Age UK HHB offices
  - Home visits
  - Home / remote working
- To work in partnership with colleagues across the whole system to ensure a smooth discharge process that includes the patient input at all stages and settling them into their own homes
- To record accurate and updated client information in line with Harrow Carers/Age UK HHB confidentiality policy and within the organisation's database following a comprehensive assessment of the patient's needs and priorities adhering to GDPR and Caldicott Principles
- Provide support, confidence and advocacy for patients; facilitating them to access information and advice regarding services to meet their needs during the transition back into the community and post discharge
- To support older patients, understand their rights and entitlements whilst in hospital including the right to complain
- Signpost and refer older patients for specialist and/or on-going support within the Partner and external community organisations
- Keep updated on current Harrow Carers and Age UK HHB services and how to signpost
- To identify unpaid carers and signpost to Harrow Carers Lead at Northwick Park Hospital
- Ensure that the project is publicised widely within the hospital/setting using appropriately developed publicity materials
- Working closely with relevant NHS TRUST teams to coordinate services where possible, identifying areas for improvement and develop means to address these
- To work independently and to manage own time effectively and make the best possible use of resources available
- Utilise volunteers from Good Neighbours scheme (managed by Age UK HHB) NHS responders and volunteers allocated to the service to provide post discharge support
- Carry out all necessary administration for the project. This will include working with the Service Manager to develop and maintain appropriate monitoring systems, obtaining regular feedback, preparing statistical and Qualitative reports. Systems that will be used are Salesforce, Staffology, Work nest Full training will be given
- To manage staff Rotas and process Cab invoices
- To enter all data onto the CRM systems in a timely and thorough manner. To provide weekly and monthly statistical information to their line manager and partner organisation. To contribute to a Quarterly written report for Commissioners
- To actively participate in regular supervision meetings, providing monitoring reports and feedback on project progress and needs
- Ensure that the needs of older patients; from all ethnic groups within Harrow and Brent are fully catered for. This will include organising an interpreting service where necessary

## **General Duties**

- Attend any relevant meetings and training sessions as directed by Line Manager
- To arrange and facilitate regular team meetings and staff supervisions
- Maintain confidentiality over personal information relating to individual users of this service
- Work in accordance with all office procedures and policies of Harrow Carers Centre/Age UK HHB
- Adhere to and promote Harrow Carers' and Age UK HHB's safeguarding procedures
- Undertake evening /weekend work where necessary including attending of promotional events with prior agreement of the Service Manager
- Undertake any duties as reasonably requested by the Service Manager
- Take responsibility for ensuring good procedures and practice in the delivery of the high-quality advice and information service at Harrow Carers Centre/Age UK HHB

**Age UK HHB is committed to safeguarding and promoting the welfare of all older people and children within the London Boroughs of Hillingdon, Harrow & Brent**

## Person Specification

<b>Experience and Education</b>
Relevant experience in a hospital, social care setting either in work setting or personal/volunteer
Good standard of Education or relevant work experiences
Excellent communication skills; both written and oral. An additional community language would be an advantage
To be experienced in working, and liaising with a variety of agencies and professionals (within the health sector would be an advantage)
To have experience of engaging with individuals from diverse community groups
Experience of project-based working and achieving targets (desirable)
Experienced in collating data, utilising this to inform performance reports (beneficial)
To be experienced in working on a one-to-one basis with service users and their carers

<b>Job Related Knowledge, Aptitude and Skills</b>
Knowledge and understanding of the NHS system & procedures in a hospital setting including the discharge process (some training can be provided)
To be computer literate, confident with IT and experienced in Microsoft WORD, and ideally CRM data systems (some training can be provided)
Have an understanding of older people's issues and their impact on the individual and family
Understand Carers' issues and rights (some training can be provided)
Ability to work individually using your own initiative with little supervision
Some experience of liaising effectively with professionals in a multidisciplinary environment to achieve the best outcome for patients would be an advantage
Excellent organisational and management skills
Staff supervision experience
Ability to always treat service users with respect and dignity, adopting a culturally sensitive approach which considers the needs of the whole person.
Ability to build constructive relationships with service users and professionals
Understanding and commitment to Equal Opportunities

<b>Personal Skills</b>
Have a positive and enthusiastic approach to older people
Approachable, calm, coherent, reliable
Self-motivated
Creative
Work well as part of a team
Disciplined and able to plan and manage time effectively
Good Communication skills
Good understanding of emotional intelligence

Team Management skills
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<b>Other Qualities</b>
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A clean driving license and access to a vehicle is required for home visiting
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Flexibility in terms of working outside normal hours as, and when necessary
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