



# Sefton CVS

Supporting Local Communities

## JOB DESCRIPTION

<b>Job Title:</b>	<b>Hospital Discharge and Admission Avoidance Service Support Worker</b>
<b>Salary:</b>	£26,484 per annum pro rata
<b>Location:</b>	Hybrid working
<b>Hours:</b>	21 hours per week (12-month fixed term contract)
<b>Accountable to:</b>	Hospital Discharge and Admission Avoidance Service Senior Support Worker
<b>Benefits:</b>	26 days annual leave (plus bank holidays) pro rata, rising to 29 days after 5 years' service. Company pension scheme with contributions of 6%. 24/7 Employee Well-being Assistance Programme. Life Assurance of 2 x annual salary. Income protection scheme (illness). Flexible working.

We pride ourselves on being an inclusive and supportive employer

Our vision is to develop a vibrant voluntary, community and faith sector that encourages and supports independent, resilient and sustainable communities.

### Job Purpose:

- Sefton CVS in partnership with Sefton MBC and Cheshire and Merseyside Integrated Care Board are delivering a Hospital Discharge Service, providing free, practical, common-sense support for up to six weeks for Sefton residents following discharge from a hospital setting or treatment from any other health establishment.
- Providing direct support including tasks such as accompanying the patient from hospital to home, ensuring food and health related supplies are available, supporting patients to access relevant benefits, as well empowering people to build their confidence and self-esteem.



## Main Duties and Responsibilities:

1. Liaise closely and regularly with the Hospital Discharge Coordinator in order to support the timely discharge of Sefton residents from hospital.
2. To support those referred via the Admission Avoidance Pathway to help keep people safe and independent in their own home.
3. May include accompanying the patient home from hospital, ensure the home is safe and secure, has heating and electricity and that adequate food supplies and medication have been provided.
4. Support with further visits to hospital and the GP surgery, if required.
5. Complete follow up weekly wellbeing checks either via phone or in person.
6. Complete risk assessments and checklists, as directed and maintain accurate patient records.
7. To manage a mixed caseload of Hospital Discharge patients and Admission Avoidance.
8. To support patients to access Personal Health Budgets.
9. Attend any regular meetings and raise any relevant issues with the appropriate teams to ensure resolution.
10. Provide information, signpost and refer to community and voluntary and other support services.
11. Attend mandatory training to fulfil the role and undertake personal and professional development.
12. Contribute to the evaluation of the service, collate and input timely data and suggest/implement service improvements
13. To be accountable for ensuring that all records, including work diary, are maintained in accordance with Sefton CVS Management and Information Governance policies
14. To be accountable for ensuring personal compliance with all Sefton CVS policy and procedures including safeguarding children and adults and health and safety alerting the line manager of any issues or concerns in relation to delivery of the



service

15. Undertake other duties as may be reasonably required within the general terms of the job description.

## General

You will be required to participate in staff development and use all relevant learning opportunities to improve personal skills.

You will be required to confirm their eligibility to work in the UK in order to comply with employment legislation.

Where the job involves engaging in regulated activity, the successful candidate will be required to undergo a Disclosure and Barring Service (CRB) enhanced check before appointment is confirmed.

## Confidentiality

You must maintain the confidentiality of all information and records relating to the work of Sefton CVS, in accordance with the organisation's procedures and policies.

## Equality, Diversity and Inclusion

Sefton CVS operates an equal opportunities policy and is committed to a programme of action to make this policy effective.

We actively encourage and welcome applications from everyone, including people who are underrepresented in our organisation. The more diverse our workforce, the better we represent and can deliver for our communities.

## Navajo Charter Mark (LGBTIQA+)

Sefton CVS is committed to being an LGBTIQA+ friendly employer and provider of services.

In recognition of this, we were awarded the Navajo Charter Mark for the steps we have undertaken to improve, and ensure the continued improvement of, our employment practices, service design, service delivery and access for LGBTIQA+ people within our communities.





Sefton CVS actively encourage and welcome people from LGBTIQ+ communities to apply for our job vacancies.

### **Disability Confident Employer**

Sefton CVS have been awarded the Disability Confident Employer accreditation (previously Disability Two Ticks) in recognition of our commitment to the recruitment, employment, retention and career development of disabled people.



**What we mean by disability:** The Equality Act 2010 defines a disabled person as someone who has a physical or mental impairment that has a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities.

**Guaranteed Interview:** The Disability Confident Employer accreditation includes a guaranteed interview for any disabled applicant who meets the common and specific requirements for a job.

**How to apply:** If you feel you are eligible for a guaranteed interview under the Disability Confident scheme, please complete and return the form found at the end of the Job Application document.

### **Additional Information**

Unfortunately, owing to the number of applications received, it is not possible to offer individual feedback to candidates who have not been shortlisted.

If you have not been contacted within 2 weeks of the closing date, please assume that you have not been shortlisted on this occasion and please accept our thanks for your interest.



## PERSON SPECIFICATION

The post-holder will need to demonstrate that they have the skills and experience in each of the following areas and will be required to respond to each of the requirements listed below.

### Specific Requirements to this post

- Knowledge and Understanding of Health and Social Care Structures
- Good understanding of Adult and Children Safeguarding
- Experience of working with Vulnerable People
- Experience of supporting people being discharged from Secondary Hospital Care
- Experience of signposting people to access services within the community such as benefits advice etc.

### Communication Skills

- To effectively communicate with different groups and individuals in various situations.

### Interpersonal Skills

- To be able to form good working relationships with people from a wide range of social, cultural and ethnic backgrounds to enable you to achieve your goals and also to promote the reputation of Sefton CVS.

### Organisational Skills

- To be able to plan and organise your own workload and manage your time.
- To be able to set up and maintain appropriate systems for the management and accurate recording of your work and the progress of others.

### Team Working

- To be able to contribute to the Sefton CVS team and its overall effectiveness.
- To share skills, expertise and ideas with other CVS projects.

### Information & Communication Technology

- IT literate; to be able to use Microsoft Office software such as Outlook, Word and Excel effectively.



## Equal Opportunities

- To be committed to and understand equality and diversity practice and implementation in the workplace.

## Voluntary Sector

- To have an understanding of the ethos, values and operating environment of voluntary, community and faith sector organisations.
- To have experience, either paid or unpaid, of working in the voluntary, community and faith sector.