



Sefton CVS

Supporting Local Communities

JOB DESCRIPTION

- Job Title:** Hospital Discharge and Admission Avoidance Service Support Worker
Salary: £26,484 per annum
Location: Burlington House / Hybrid Working
Hours: 35 hours per week (Part-time hours may be considered for the right applicant)
Responsible to: Hospital Discharge and Admission Avoidance Service Senior Support Worker
- Benefits:** 26 days annual leave (plus bank holidays), 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, is delivering a Hospital Discharge and Admission Avoidance Service. This service provides free, practical, and common-sense support for up to six weeks for Sefton residents following discharge from hospital or treatment from another health setting.
- The service provides direct support, including signposting to relevant services and organisations, ensuring access to food and essential health-related supplies, supporting patients to access appropriate benefits, and empowering individuals to build confidence and self-esteem.



Main Duties and Responsibilities:

1. Liaise closely and regularly with the Hospital Discharge and Admission Avoidance Service Senior Support Worker to support the timely discharge of Sefton residents from hospital or other health settings
2. Support individuals referred through the Admission Avoidance Pathway, helping them remain safe and independent in their own homes, with the aim of preventing hospital admission.
3. Carry out home visits to ensure patients have adequate utilities, food, and medication supplies.
4. Provide support with visits to hospital and other medical appointments where required.
5. Conduct weekly follow-up wellbeing checks, either by telephone or in person.
6. Complete pre-visit risk assessments and follow Sefton CVS procedure to check in and out of home visits using the Get Home Safe App.
7. Maintain accurate patient case notes in a timely manner.
8. Assist with managing a shared email inbox, including setting up and allocating new referrals.
9. Organise and manage your own caseload, adapting to meet deadlines and respond to urgent referrals.
10. Manage your own Outlook calendar to ensure that visits, telephone calls, meetings, and other tasks are scheduled appropriately each day.
11. Manage a mixed caseload including Hospital Discharge, Admission Avoidance, and Complex Lives patients.
12. Support patients to access Personal Health Budgets.
13. Promote the service at forums, marketing events, conferences, GP surgeries, hospitals, and other community venues, where required.
14. Attend regular meetings and raise relevant issues with appropriate teams to ensure timely resolution.
15. Provide information, signpost, and refer patients to community, voluntary, and other support services.
16. Attend mandatory training required to fulfil the role and undertake ongoing personal and professional development.
17. Contribute to the evaluation of the service by collating and inputting timely data and suggesting or implementing service improvements.
18. Ensure all records, including work diaries, are maintained in accordance with Sefton CVS management and information governance policies.
19. Ensure personal compliance with all Sefton CVS policies and procedures, including safeguarding children and adults and health and safety, and alert the line manager of any issues or concerns relating to service delivery.
20. Undertake any other duties that may reasonably be required within the scope of this role.



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.

Pension

A Group Pension scheme is in operation and Sefton CVS contributes 6% on behalf of all employees who have opted to join the scheme. All employees are also automatically entitled to Income Protection insurance and Life Assurance cover for the duration of their contract.

Annual Leave & Public Holidays

The annual leave entitlement is 26 days (pro rata) leave plus normal Bank & Public Holidays. The organisation reserves the right to close over the Christmas period. Employees are required to reserve the required amount of their holiday entitlement to cover these days.

Travel & Other Expenses

Reasonable expenses incurred in the course of duty will be reimbursed on receipt of a completed Sefton CVS Expenses Claim Form.

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 LGBTIQA+ 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

- 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.

Common Requirements that are essential for all Sefton CVS posts

Personal Skills

- High levels of emotional intelligence.
- Ability to use own initiative.
- Self-motivated and resilient.

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

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



Equal Opportunities

- To be committed to and understand equality, inclusion 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.