

## Job Description: Voluntary Sector Discharge from Hospital Support Worker



TORBAY COMMUNITY  
DEVELOPMENT TRUST



### OVERVIEW

This post is a 2<sup>nd</sup> post created to support patients, carers, and families on discharge from Torbay Hospital into local voluntary and community services to support timely discharge, improved wellbeing and self-care, and reduced readmission. This is an additional post to provide more hours into the service.

The postholder will work on the wards of Torbay Hospital with nurses and ward staff and in partnership with a wide range of teams including but not limited to: Discharge and Therapy teams on site, Adult Social Care teams, Independent Care providers, Local Authority Council housing and benefits teams and Voluntary and Community organisations.

This post will be employed, and line managed by Teignbridge CVS on behalf of Torbay and South Devon; the post will be required to engage with and report to Torbay Community Development Trust as partners to the programme.

### Main Tasks

1. To carry out bedside assessments to understand the needs of patients, carers and families that can be met from within the community recognising any concerns and fears
2. To liaise with voluntary and community providers to ensure packages of support for safe discharge and continued support are in place; these packages may include:
  - transport home from hospital and to future health appointments
  - ensuring access to food and good nutrition
  - ensuring advice on benefits and income generation
  - access to support to reduce social isolation
  - access to home help support
  - advocacy where needed
  - advice and support for carers
  - signposting to wellbeing services including those concentrating on end of life and dementia/memory loss and the Torbay and South Devon HOPE programme
3. To work with the managers, on-site teams and community organisations to continue to develop working relationships with hospital and other health services to provide clients with an integrated service. To attend discharge and other multi-disciplinary team meetings as required to discuss planned discharges and input where community intervention may be available
4. To engage innovative services that meet needs of patients, carers and families that focus on self-care and wellbeing
5. Ensure that a patient-focused service is provided
6. Maintain professional boundaries as per policies and procedures

- 7. To ensure that Consent, Information Sharing, Data Protection and Freedom of Information requirements are adhered to
- 8. To ensure accurate record keeping

**Administration**

- Provide both written and verbal updates and reports including monitoring data as needed.
- To maintain a database of activity, outputs and outcomes that will be used to report on activities to partners.
- To support the work of and share intelligence with the other members of Teignbridge CVS and Torbay CDT
- To be self-serving administratively

**Other Duties**

Other duties will include any other general duties as may be required reasonably by the line manager. Staff work as a team; our team is expected to share workloads and become familiar with a range of common duties to ensure continuity of service during peak periods, sickness absence and holidays

**Equal Opportunities Policy Statement**

Teignbridge CVS supports the principle of equal opportunities in employment and provision of services and opposes all forms of unlawful or unfair discrimination, both direct and indirect, on the grounds of gender, race, disability, colour, nationality, ethnic or national origin, religion, marital status, sexual orientation, trade union activity, age or responsibility for dependents. Every possible step will be taken to ensure that individuals are treated equally and fairly and that decisions on recruitment and selection, training, promotion, and career development are based solely on objective and job-related criteria.

**PERSON SPECIFICATION**

We are looking for a self-starter who can work creatively with confidence under their own initiative within a team environment and who is committed to supporting people to maintain their independence, good wellbeing and promote self-care.

**Qualifications**

- Good standard of general education Essential

**Experience**

- At least one year’s relevant frontline support role in any sector Essential
- Of working with a wide range of partners and stakeholders Essential
- Of working in a client focussed way Essential
- Of reporting progress, challenges, and opportunities Desirable

**Knowledge**

- Ability to prioritise and manage workload Essential
- Of the services provided by the voluntary sector and local communities across Torbay and South Devon Desirable

- Ability to identify learning opportunities and where services can be improved Desirable
- Ability to work flexibly and proactively Essential

### **Skills and Abilities**

- Excellent verbal and non-verbal communication skills Essential
- Ability to develop effective interpersonal relationships with colleagues across all settings Essential
- Able to respond to problem situations and to ensure effective interventions are put in place Essential
- Is innovative and creative in finding solutions Essential
- Has a commitment to accuracy Essential
- Ability to collaborate and work positively across teams Essential
- Ability to manage, monitor, plan and prioritise your time effectively Essential
- Ability to relate to people from a wide range of backgrounds with skills to motivate and encourage action. Essential
- An understanding of and commitment to anti-discriminatory practice Essential
- Commitment to implement the Equal Opportunities policy of Teignbridge CVS Essential

### **Technical Skills**

- Experience working effectively with software such as Microsoft Office Essential
- Recording accurately on a database and in a timely manner Desirable