

Teignbridge Community and Voluntary Services

Supporting Voluntary Action

... Empowering Local Communities



Hospital Discharge Support Team Recruitment Pack



Closing Date for Applications: 19th August 2024

Interview Date: Rolling interview dates

Contact: office@teigncvs.org.uk

www.teigncvs.org.uk

Thank you for your interest in this role employed by Teignbridge CVS and funded in partnership with Torbay and South Devon Healthcare Trust.

We hope that this pack provides all the information you need to consider the role and make an application but if you have any questions, please contact us at projects@teigncvcs.org.uk. If you would like to talk through what the role entails or the recruitment process, please contact Sarah Richards 07734937116.

Who are Teignbridge Community and Voluntary Services (CVS)

Established in 1992 and registered with the Charity Commission as Teignbridge Council for Voluntary Services, we are the local Voluntary Sector infrastructure provider for the District of Teignbridge and, for much of our work, across wider South Devon. In 2011 we incorporated and changed our name to Teignbridge Community and Voluntary Services, shortened to Teignbridge CVS.

At Teignbridge CVS we support local charities, voluntary groups, and social enterprises in Teignbridge and South Devon to be pivotal to the building of strong, vibrant, caring communities. We work to empower local people and communities to come together and take collective action that provides solutions to meet common problems.

We also deliver some project work, working with the NHS and Social Care providers to join up some of our staff teams with theirs to provide a better offer of support, across all the agencies, for some of our residents and patients who find themselves needing services.

We are committed to the strong relationships we have built across both the voluntary sector and wider public sector organisations and partnerships, working closely with our CVS colleagues across Devon in the Devon Voluntary Action (DeVA) partnership. We have a committed, motivated and experienced staff team governed by a Board of Trustees.



The Project: Supporting people who are being discharged from Torbay Hospital

Teignbridge CVS is leading, with our Health and Social Care partners, in ensuring that patients discharged from Torbay & South Devon Hospital do so safely and with the support that they need to enable them to stay healthy in their communities.

We work with ward staff including Nurses, Occupational Therapists, Discharge Coordinators, Physiotherapists and other Voluntary Sector providers based in the hospital such as the Carers Service, Frailty Coordinators and Veteran's workers to ensure that the needs of an individual leaving hospital are identified, and links are made to community based services for support.

We are looking for a compassionate, organised and dedicated person to provide support to patients and their families in Torbay Hospital, and to professionals from a range of agencies. You will be curious and empathetic, non-judgemental, be great at listening and responding and be able to motivate and inspire patients to engage. You will have clear responsibilities around safeguarding of adults and and for operating in a manner consistent with Equality and Diversity and Human Rights legislation.

The Headlines for this Role

Environment

- Teignbridge CVS has an office in Newton Abbot, but the post holders will be sited with our existing team at Torbay Hospital.
- There will be frequent use of a computer screen and mobile phone.
- The role is up to 30 hrs per week. We can be flexible with hours so please discuss via the contact details provided
- There will be some mandatory training of NHS systems and NHS patient health and care, safety and safeguarding training for these posts; Teignbridge CVS is committed to supporting the continued development of knowledge, skills and abilities of our staff and volunteer teams.

Planning and organisation:

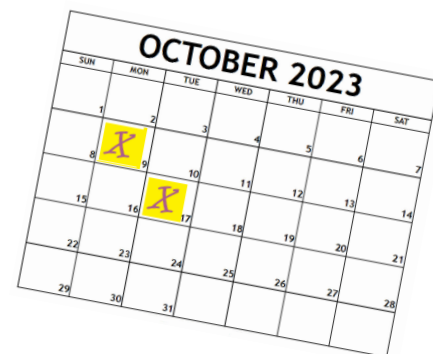
- The post holder will plan and prioritise their own workload and caseload and work to meet the objectives agreed with their line manager.
- The post holder will work mostly independently and autonomously within an established team, with the support and supervision of their line manager.
- The postholder will record sensitive and confidential information and be required to liaise with patients, carers and other professionals.
- The postholder will coordinate the effective involvement of a range of services on behalf of the patient.

Communication and working relationships:

- This post has no line management responsibilities
- The postholder will work with multi-agency teams including health and social care teams, and community and voluntary sector organisations.
- The postholders will co-ordinate input from other services and advocate to service providers on behalf of the client
- Communicating confidently with other professionals and building trusting and effective relationships is essential to successful coordination on behalf of the patient.

Responsibility and accountability:

- The role involves managing a caseload and coordinating statutory and voluntary sector interventions for patients in the South Devon area.
- The postholder will ensure patients' needs are assessed holistically considering needs such as finances (including benefits maximisation), and general health and wellbeing.
- The postholder will promote patients' views in the engagement of appropriate support and action plans based on measurable outcomes within agreed policies and budgetary provision.
- The postholder will be expected to participate in meetings and events organised as part of the wider Teignbridge CVS work.



How to Apply

If the role interests you and you would like to apply please submit an application to us at office@teigncv.org.uk by 19th August 2024

Your application should tell us why you are interested in this new role and the skills and experience you are able to bring to the role. Please Fill out the Application Form or you can submit an application in any format, but it should be no more than 3 A4 pages. Please refer to our Person Specification which outlines the knowledge, skills and experience we consider key to the role.

Please also submit the equal opportunities form and personal details sheet; neither of these forms form a part of the shortlisting process.

Interviews will be held on a rolling basis. If you are shortlisted we will seek to interview you within a week of receiving your application.

The Role

To promote the service primarily across the Urgent and Emergency care teams and other wards at Torbay Hospital

- Work in partnership with a range of teams at the hospital to develop the project and to promote the opportunity to work with your team for the benefit of patients who are medically fit for discharge from hospital.
- Using a wide range of methods, settings and tools promote the programme to medical teams so that they understand the offer from the team and make appropriate referrals
- Promote success; recognise that referrals increase and are more appropriate when case studies are shared

To take referrals from A&E teams and wider Hospital Teams where self-neglect is identified

- Make sure referral process is simple and easy to use but gives you the information you need
- Processes to be available to take referrals in person and electronically
- Take an initial case history and basic patient information

To have an initial discussion with the patient to assess their suitability for project support and encourage them to engage

- Engage with patients in a person centred way using appreciative enquiry to gather information about their circumstances in the community.
- Hear from the patient, carers and family to understand their perspective and story
- With empathy and compassion that promotes trust and confidence in the programme, encourage the individual to engage with you and the project

To make those referrals onto service providers and advocate for your client

- Make referrals to relevant services, based on the needs of your client and their family and ensure the uptake of services by advocating on their behalf.
- Be alert to Safeguarding concerns and raise a safeguarding referral if concerned

To follow up on progress over a 3 month period post discharge

- To understand the difference the intervention from the project has made
- To understand where there are still services needed and ensure referral is made
- To support handover to a community provider to engage with their ongoing support and services to encourage continued health and wellbeing in the community.

Administration

1. Ensure that all assessments, care plans, notes, records, and reviews are kept up-to-date and stored securely in accordance with information governance tools. This includes entering data into relevant systems; completing reports to a high standard, maintaining accurate and up to date records of client progress.

- Understand, act upon and comply with the need to protect children and vulnerable adults through your knowledge and actions; all training will be provided
- Ensure confidentiality and data protection is maintained in accordance with GDPR
- To be committed to the principles of Equal Opportunities and Diversity, and to work effectively with clients from a diverse range of backgrounds, understanding and respecting the impact of difference and diversity upon their lives
- To undertake any other duties as may reasonably be requested by Teignbridge CV

Person Specification – what you will bring to the role

The Skills, Knowledge and Experience you will already have include:

- Experience of working with clients, patients or families and, where possible, experience of working with clients with a range of needs
- Able to work in a way which puts the client first, an empowering way with confidence to support emotionally demanding clients who might be resistant to change
- You will be positive and have an engaging approach, a 'can do' attitude
- Experience of working with partners / in a partnership
- Experience of keeping records
- A commitment to recognising the diversity of our communities and the people within them and ensuring your work is inclusive
- Able to manage your own workload, multiple tasks and deadlines
- A good level of computer literacy including Microsoft Programmes
- A willingness to undertake other duties as appropriate to the nature and grading of the post and to 'chip in' to other CVS activities where appropriate
- And of course an enthusiasm for the role
- Be able to manage the physical environment of a large, busy hospital

You will:

- Be open, honest and trustworthy, be a role-model
- Be generous in sharing your knowledge and skills
- Do what you say you will do
- Listen and value others' experiences and points of view
- Seek to be creative, empowering others to find solutions

The Skills and Knowledge we can support you to develop if you don't already have them

- Managing a Caseload
- An understanding of the range of voluntary groups and statutory services that are available across South Devon to support your role and your clients
- Providing reports on your achievements
- Knowledge of appropriate legislation including GDPR and Safeguarding

Terms and Conditions for this post

Salary Scale	Currently £30,646.98 pa pro rata
Duration	Funding is in place for 12 months initially; any extension to this period will be subject to funding being in place
Pension Scheme	Teignbridge CVS provides 5% pension scheme.
Normal Hours of work	30 hours/week negotiable
Holiday Entitlement	5 weeks, 1 day plus public holidays pro rata for part time staff
Expenses	Expenses for journeys and other eligible activities carried out whilst on CVS Business will be paid in accordance with Teignbridge CVS' rates and within the budget allocated
Responsible to	CVS Trustee Board and Line Managed by CVS Projects Manager