

HELP AT HOME COORDINATOR ROLE DESCRIPTION AND PERSON SPECIFICATION

Job Title: Help at Home (HaH) Coordinator

Responsible To: Help at Home Senior Coordinator

Hours: 37 hours / week

Contract Length: 6 months, with possibility to extend

Salary: £23,966.11pa

Role Summary: To support hospital staff and other health or social care professionals to provide wrap around, holistic support that will enable clients to be discharged from hospital feeling supported and empowered. Ability to identify what needs to be put into place to avoid a readmission or future admission to hospital, within the context of promoting wellbeing, happiness, independence, and confidence.

Principal Tasks: To maintain efficient operation of the service in your area of responsibility you will:

1. Receive, assess and respond to service requests promptly, courteously and effectively.
2. Work with staff from the statutory services to agree the contribution to be made by the Help at Home service, liaising with the relevant statutory and voluntary agencies and the clients themselves.
3. Attend meetings with Discharge Planning Teams and other providers as required to aid hospital discharges.
4. Work collaboratively, as 'one team' with other organisations that Care Network works in partnership with.
5. Use Charity Log, ensure all data is entered as required by Care Network to monitor support provided to clients and report outcomes to funders. Suggest and develop improvements or additions to monitoring systems where appropriate.
6. As required, visit clients in their homes or in the hospital to assess their suitability and need, explain the service and gain their written consent for Help at Home to support and to keep their data. Provide home visits prior to hospital discharge, reporting to discharge planning team on safety of the home and any requirements to facilitate a safe discharge. Arrange for transport¹ home and /or a Help at Home volunteer.
7. Support client as necessary within their home, in ways that will promote independence such as shopping for food and essentials, supporting with light housework, building confidence, connecting to local services and wider community.

¹ Please note that during the pandemic, staff will not be expected to transport clients in their cars.

8. Provide a volunteer service that helps patients on discharge from hospital or to remain at home when unwell, allocating volunteers having regard to their location, availability, areas of particular experience, possible compatibility, etc.
9. Participate with Care Network colleagues in providing relevant training to volunteers
10. Actively promote Help at Home and Care Network, raising awareness of all of our services, among potential clients, volunteers, referrers, and within the wider community – for example, to hospital staff, community health & social care staff, medical practices, local authorities, voluntary and community groups.
11. Network with relevant agencies, to represent and raise the profile of Care Network. Liaise particularly closely with the main referring agencies (hospitals, health & social care teams and medical practices) to provide effective working arrangements for volunteers and clients.
12. Work closely with Community Navigators, Community Development and Wellbeing colleagues to maintain useful local information, such as contact numbers of other services or agencies to whom clients may wish to be referred onward, both for responding to direct enquiries and to offer as a resource to volunteers. This aims to enable a smooth transition to other support when Help at Home or Care Network volunteer visits end.
13. Keep abreast of any local issues, developments or opportunities that could affect Care Network's services and liaise with colleagues accordingly.
14. Liaise with colleagues in work location to maintain flexible and reasonable service cover especially during holiday or other absences.
15. Be aware of and comply with the requirements of the General Data Protection Regulations and Care Network's Data Security and Protection policy, ensuring confidentiality of information in respect of records maintained and tasks undertaken. Demonstrate commitment to Care Network's Equal Opportunities, Health & Safety, Safeguarding and other relevant policies in all areas of responsibility.
16. Produce reports and data as required.

17. Support local volunteers, in conjunction with colleagues in other districts as appropriate, by maintaining contact, keeping them informed about service feedback/changing legislation/etc, issuing guidance, and arranging events for social and training purposes.

18. Contribute reports and articles for Care Network's meetings, newsletters and website.

19. Carry out any other task requested by the line manager that may reasonably be regarded as within the nature of the duties and responsibilities/grade of the post as defined, subject to the proviso that normally any permanent changes will be incorporated into the job description or your contract of employment.

20. Consider the impact of your actions on other projects, delivering a 'one team' approach for the benefit of our clients.

21. With suitable notice, be flexible about your working hours, when required to support client and business needs

Additional Information:

You may be asked to work additional hours (evenings and/or weekends) occasionally, to provide absence cover for colleagues or to meet exceptional demand

The final offer of employment is based upon 2 satisfactory references for the successful candidate will be expected to undertake an enhanced level Disclosure & Barring Service check.

You will be required to use your own car for work, to be insured accordingly. A mileage allowance (45p per mile) will be paid for essential travel in connection with work from your designated base.

Working from one of Care Network's offices is expected at least once a week. A working from allowance is provided at £3/week

PERSON SPECIFICATION: Help at Home Coordinator

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| Qualifications & Training | Essential Criteria <ul style="list-style-type: none"> • GCSE English or similar demonstrated level of ability |
| | Desirable Criteria <ul style="list-style-type: none"> • A degree or equivalent qualification in any subject |
| Experience | Essential Criteria <ul style="list-style-type: none"> • One years' relevant experience (paid or voluntary) • One years' experience of managing paid staff and volunteers |
| | Desirable Criteria <ul style="list-style-type: none"> • Experience of co-ordinating volunteers |
| Knowledge | Essential Criteria <ul style="list-style-type: none"> • Understanding of what holistic, wrap around support needs to be in place to support a patient to be discharged from hospital • Understanding of what holistic, wrap around support needs to be in place to avoid a readmission into hospital • Can organise and prioritise own work. • Good social skills in formal and informal settings, maintaining ethical and organisational norms. • Can read and understand professional journals, reports and regulations • Writes clearly and persuasively. Can write articles for publication. • Presents information effectively (informative, interesting and persuasive) to audiences ranging from senior management to news media or local community groups. • Can solve practical problems. • Proficient in 'Word', use of email and browsing the internet. • Can influence and motivate people |
| | Desirable Criteria <ul style="list-style-type: none"> • Knowledge of issues influencing the voluntary sector, e.g. safeguarding, health & safety, employment, etc. • Work with groups or committees. • Experience of working with convalescing, elderly or isolated people. |
| Skills | Essential Criteria <ul style="list-style-type: none"> • Can organise and prioritise own work. • Good social skills in formal and informal settings, maintaining ethical and organisational norms. • Can read and understand professional journals, reports and regulations • Writes clearly and persuasively. Can write articles for publication. • Presents information effectively (informative, interesting and persuasive) to audiences ranging from senior management to news media or local community groups. |

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| | <ul style="list-style-type: none"> • Can solve practical problems. • Proficient in use of Word, email and browsing the internet. • Can influence and motivate people <p>Desirable Criteria</p> <ul style="list-style-type: none"> • Proficient in Excel, Publisher, PowerPoint and/or Access • Proficient in use of Charity Log or equivalent CRM system |
| <p>Aptitude & characteristics</p> | <p>Essential criteria</p> <ul style="list-style-type: none"> • Wants to support community activities, volunteering and independence for older and isolated residents as well as those affected by health inequalities • Ability to listen to others • Can adapt to new situations. Able to maintain determination and desire to achieve position outcomes when faced with disappointments or challenges • Able to handle several projects at once • Influences rather than passively accepting. Acts on opportunities. • Freedom to work flexible hours, in response to reasonable notice • Has a commitment to equal opportunities. |