

Five Lamps is an award-winning social enterprise committed to tackling social, economic and financial exclusion from our base in Stockton-on-Tees



Home from Hospital Support Worker

Salary: SCP 14 (£18,409)

We are seeking to appoint an experienced Support Worker to assist older people from hospital discharge. Support includes transport home; ensuring the heating works and the house is tidy; collecting shopping or prescriptions and liaising with a wide range of other services to reduce the chance that an older person will end up back in hospital. You will also provide a vital link between the older person and the outside world at a time when they are still recovering from an accident or illness and encourage them to get involved in social inclusion activities including Five Lamps' lunch club.

To apply, download an application pack from our website

www.fivelamps.org.uk/about/vacancies/

The closing date for this post is 20 September 2019 @ 17:00. If you have not had a reply by 27 September 2019 please assume your application has been unsuccessful.

For an informal discussion about this post, please contact Nichola Storr, Quality Manager on (01642) 608316.

Job Description

Home from Hospital Support Worker

- Location:** Based at University of North Tees Hospital. There will be multi-location working across Stockton-on-Tees and consequently the post is designated as 'essential car user'.
- Hours:** 37 hours per week. Flexible hours (evenings and weekend working will be required)
- Responsible to:** Quality Manager
- Salary Scale:** SCP 14 (£18,409)
- Job Purpose:** When older people come out of hospital, they can need more support than usual to help get them back on their feet. Five Lamps' Home Safe Sooner project provides this support for up to 14 days post discharge from University Hospital North Tees. Our staff can help with anything from transport home; ensuring the heating works and the house is tidy; collecting shopping or prescriptions and liaising with a wide range of other services to reduce the chance that an older person will end up back in hospital. They can also provide a vital link between the older person and the outside world at a time when they are still recovering from an accident or illness and encourage them to get involved in social inclusion activities
- Contract Period:** Fixed Term until 31 July 2022

Duties & Responsibilities

- Receive telephone referrals and meet and greet customers that meet the service criteria and are ready for discharge from University Hospital of North Tees
- Ensure all paperwork is completed and uploaded onto our CRM system including Discharge Forms, Aftercare Service Forms
- Transport customer's to their home providing emotional and practical support for up to 14 days post-discharge (including but not limited to)
 - Checking the home is safe, warm and comfortable
 - Ensuring adequate provisions are available and if required, carry out an emergency shop
 - Contact customers relatives or friends according to their wishes
 - Complete an action plan with the customer detailing their support requirements and onward referrals
 - Arranging and collecting prescriptions, attendance at GP appointments, helping to manage bills and associated paperwork
 - Encourage engagement with social inclusion activities
- Lead on Five Lamps Lunch Club – providing a weekly cooked lunch and social activities in a friendly atmosphere, for Five Lamps customers and local pensioners who may otherwise have limited social involvement.

- Food and refreshment preparation, setting up, serving and clearing meals, washing up and clearing away
 - To provide social interaction with customers, including involvement in a wide range of activities
 - Engage with customers during the lunch club to ensure their needs are met
 - To promote the work of Five Lamps, raising the level of involvement of elderly people in community initiatives
- Develop productive working relationships with a wide range of statutory, voluntary and commercial services
 - Feedback any issues of concern and produce regular case studies and reports to the Quality Manager
 - Complete impact monitoring reporting
 - Support the establishment and running of a customer group that will have an advisory role to oversee the development of the project
 - To work flexibly, including holiday and sickness cover
 - To work flexibly across evenings and weekends as and when required
 - To maintain the highest standards of customer confidentiality at all times
 - To demonstrate a commitment towards your own continuous personal development
 - To monitor and maintain quality throughout the different areas of the service in relation to the external quality standards and inspection bodies and organisations
 - To implement Five Lamps' policies on Health and Safety and Equal Opportunities at all times
 - To undertake any other duties and responsibilities as may be reasonably required within the scope of the post

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Factor	Essential	Desirable
Qualifications	<p>NVQ Level 3 in Health, Social Care, Advice & Guidance or equivalent</p> <p>Good standard of general education in particular English Language and Mathematics</p>	<p>NVQ Level 4 or 5 in Health and Social Care or equivalent</p> <p>Level 2 Food Hygiene & Safety Certificate</p>
Experience/Knowledge	<p>At least one year's experience of working with older people in a support capacity</p> <p>Excellent understanding of the needs of older people who require low level discharge support</p> <p>Excellent understanding of the principles of high quality person centred care and support and non-discriminatory care practice</p> <p>Understanding of systems to maintain confidentiality in relation to customers, staff and the business</p> <p>Knowledge of how to recognise abuse and safeguarding procedures</p> <p>Ability to plan and organise workloads effectively so customers receive the services they expect</p> <p>Detailed working knowledge of local advice and support agencies</p> <p>Proven ability to liaise and work in partnership with other agencies</p>	<p>Good understanding of the regulatory responsibilities and the law relating to care services</p> <p>Knowledge of health and safety matters in relation to care and support services and risk management</p>
Skills/Abilities	<p>Excellent interpersonal and communication skills, both written and verbal (including well developed listening skills)</p> <p>Excellent administrative skills and computer literacy</p> <p>Ability to maintain clear written and electronic records and to follow statutory reporting procedures</p> <p>Caring and compassionate towards people in need of care and support</p> <p>Respect for people suffering from a range of</p>	<p>Able to analyse complex issues and to think creatively and strategically</p> <p>Good practical approach to problem solving</p>

	<p>medical conditions with different backgrounds and beliefs to your own. Strong commitment to non-discriminatory care practice</p> <p>Commitment to respecting the rights of customers at all times and to promoting their privacy, dignity and independence throughout their lives</p> <p>Self-motivated and keen to learn. Willing to seek guidance when needed and follow instructions</p> <p>Excellent time keeper and reliable</p> <p>Experience of building positive working relationships with people who use services and their families, staff and other health and social care professionals</p> <p>Ability to support customers with all aspects of their daily living in a manner that respects their dignity, is non- judgmental and promotes their independence, choices and privacy</p> <p>Ability to implement Five Lamps’ policies, procedures and instructions</p> <p>Ability to work undirected and unsupervised</p> <p>An ability to motivate and build confidence</p> <p>A passion for service quality</p>	
<p>Other (eg attitude, interests etc.)</p>	<p>Full clean driving license, business insurance and access to a car during work time</p> <p>Team Worker with flexible attitude to duties and hours of work</p> <p>Enhanced Disclosure from the Disclosure and Barring Service formally known as the Criminal Records Bureau (CRB) Disclosure</p> <p>Committed, enthusiastic, reliable</p> <p>Caring, friendly, patient and calm nature</p> <p>Receptive to the use of new technology in an efficient office environment</p> <p>Willing to undertake further training relevant to the post</p> <p>Flexibility to operate within a constantly changing environment</p>	<p>Understanding of Five Lamps mission, vision and values</p>

	<p>Strong focus on customer care</p>	
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	<p>Drive and determination to achieve excellence</p>	
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	<p>Empathic to customers' needs</p>	
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