

**Home From Hospital Support Service Coordinator**

**Salary:** £23,136 to £26,003 subject to experience

**Hours:** 18.75 hours per week

**Contract Term:** Initially 12 month fixed term contract with planned extension subject to funding.

This post is available as part of a full time role if combined with another BCVS vacancy currently being advertised.

Please get in touch to discuss if you are interested in more than one half time role. You are welcome to submit one application form to cover more than one role, however please ensure that you address the all items on all person specifications you are applying for within the application.

**Reporting to:** Bolsover Team lead

|  |
| --- |
|  |

**General Role Description**

To further develop and co-ordinate a person-centred Home from Hospital Support Service (HFHSS) response for individuals within the Bolsover District. To assess need, deliver and review a service response aimed at achieving identified outcomes for service users.

The Derbyshire Home from Hospital Service provides practical support for vulnerable people leaving hospital, or those living at home but at risk of being admitted. The service is provided by a combination of staff and volunteers and is free of charge.

**We welcome applicants from all backgrounds and communities, and in particular those that are currently under represented in our workforce.**

**Job Description**

* Actively to promote the HFHSS and to develop effective two-way referral pathways with partner agencies, particularly primary and secondary care
* To liaise with HFHSS service users and those referring to the service to establish eligibility; where appropriate, to undertake and document a person-centred holistic assessment of need
* To oversee the implementation of a person-centred delivery plan in response to the assessed need (as above), linking with other community-based services where appropriate
* To support recruitment and induction of HfH volunteers
* To match volunteers with HFHSS service users as appropriate to support the delivery plan and provide ongoing 1:1 support to volunteers
* To review service user progress at planned intervals, involving service users, family and referrers as appropriate; to work towards an agreed exit of the service.
* To carry out appropriate risk assessments
* To record all activities and keep up to date and accurate case notes on CRM
* To produce service and monitoring reports
* To work within agreed service standards and ensure contractual targets are met.
* To comply with all organisational policies and procedures and be fully committed to safeguarding, confidentiality and equality & diversity when carrying out duties
* Manage and coordinate HfH volunteers in accordance with organisational HR policies and procedures
* Liaise with staff in partner agencies
* Carry out any other reasonable duties as agreed with their Line Manager

.

## Person Specification - Required Skills, Competencies and Experience include:

* Excellent customer service and communication skills including the ability to deal with difficult and challenging situations
* The ability to support people to live independently in the community and build confidence and resilience
* Excellent communication and partnership working skills
* Effective planning, task and time management skills, the ability to meet deadlines
* Excellent IT skills including the use of databases to record and report case information.
* The ability to work in a team using own initiative and establish positive working relationships
* Experience of managing volunteers
* Experience of assessing and managing risks
* Experience of working with vulnerable clients
* Good understanding of local Safeguarding procedures and responsibilities.
* Good understanding of the Derbyshire Health and Social Care system including services which are available to people locally
* Good understanding of a range of common health conditions
* Good -understanding of how life changing events (such as bereavement, ageing, physical or mental illness, welfare benefits or discharge from hospital) can impact on a person
* Understanding of and commitment to Sustainability, Inclusion, Diversity and Equality
* Understanding of confidentiality and its application in a health and social care setting