**Hospital and Community Support Co-ordinator**

**Salary:** £23,264 (all salaries quoted for 37 hours)

**Location:** Airedale General Hospital - travel to Shipley Office and across Bradford District

**Reporting to:** Hospital Based Teams’ Manager

**Hours:** 37 hours per week (including 1 weekend day per week)

**Role Guide**

The Community Support Co-ordinator will work with MAST hospital teams to work within a “team in a team model” across BDCFT and ANHSFT delivering the following:

**Frequent Attenders (FA) – Working with FA’s to reduce readmission / frequency of presentation**

1) Specialist work with frequent attenders in the community – referred via bi-monthly FA meetings hosted at both Airedale and Bradford acute trusts.

2) Specialist work with frequent attenders in the hospital – referrals by reception or streaming/navigation staff as they present or register in the ED

**Reducing Admissions - Enabling holistic, person centred decisions on next steps for care and support**

3) Generic support for patients during "down time" (periods of care when no active interactions are being undertaken in the clinical setting) – to include guided conversations, advance planning and discharge planning, as well as an active conduit from the patient/families/carers and the acute trust staff.

4) General engagement with patients in the waiting room around health messaging / redirection to most appropriate community services and soft, care interaction (active non-therapeutic time).

5) Support the one system frailty model for re-direction to the virtual ward and community services

**Enabling and supporting timely discharge & reducing risk / likelihood of readmission or re-attendance.**

6) Completing daily walk rounds on the wards relating to areas of expertise (Care of the Elderly, Gastroenterology, Mental Health) to support those who may need additional support for transition into the community or next steps in their life. Including referrals into community support workers / community services/ allied social care provisions.

7) Refer patients that need additional support to either supported discharge or Home from Hospital for ongoing support from Carers’ Resource.

**Relating to your role**

**Service Promotion:**

* Builds positive relationships with hospital teams to promote the service and increase referral numbers.
* Attends Multi Disciplinary Team Meetings as required to generate referrals.

**Key Duties and Responsibilities**

* To provide one-to-one support for patients in A&E and link wards within the hospital;
* To build safe, trusting relationships with individuals based on non-judgmental listening and shared lived experience;
* To model personal responsibility, self-awareness, self-belief, self-advocacy and hopefulness;
* To make full use of supervision, peer support with other peer workers and other support as necessary in order to remain well and safe;
* To raise awareness of alternatives to A&E for people in emotional distress;
* To coordinate allocation of community support where appropriate for discharge;
* Work as part of an integrated team with colleagues from BDCFT and partner VCS organisations to ensure that individuals get the support they need;
* Organise own day to day tasks, exercising judgement and referring to senior staff issues outside own scope of practice;
* Obtain, record and report information. Demonstrate competent IT skills. Daily access to IT systems and use of internet for research;
* Promote and demonstrate effective communication at all times with service users, carers, colleagues and other departments. Recognise the need for tact, consideration and confidentiality;
* Report, document and act on untoward incidents appropriately, escalating as indicated;
* Work with a high level of awareness of safeguarding in order to both prevent and respond appropriately to abuse;
* To sign-post to various resources, opportunities and activities in the community to promote choice and informed decision-making;
* To identify personal developmental needs in conjunction with line manager and recovery-focused supervision;
* To work within policies including health and safety and data protection;
* To participate in regular supervision;
* To attend all role relevant mandatory training as and when required to do so;
* To attend all role specific training and other staff development opportunities as and when required.

**General**

Effectively manages a case load of clients, ensuring effective liaison with other agencies.

* Ensures that all processes and procedures are adhered to in the safe delivery of the service keeping up to date confidential accurate records (electronic and/or paper). Conducts risk assessments on clients referred to the scheme.

**Working with others**

* Demonstrates effective team working skills, participates in team meetings and training.
* Interacts well with other departments.
* Displays self confidence and initiative.
* Makes a positive contribution to Carers’ Resource, is willing to function as a member of a small team and proactively assist in the development of the organisation.
* Demonstrates active listening and active observational skills
* Accepts and learns from feedback

**Understanding the organisation**

* Assists with the analysis of trends and recommendations for service improvement.
* Acts as ambassador for Carers’ Resource, protecting and promoting its good name and reputation at all times.
* Maintains confidentiality over personal information relating to individuals.
* Acts confidently on behalf of Carers’ Resource.
* Works within all the policies and practices of Carers’ Resource, follows health and safety procedures.
* Contributes to Carers’ Resource development.
* If required, participates as a representative of Carers’ Resource, in multi-agency meetings, voluntary fora and other events, feeding back appropriately to your line manager and the team.
* Assists with the analysis of trends and recommendations for service improvement.

**Developing personally**

* Takes responsibility, in consultation with your line manager, for personal development and progression, participating in performance reviews.
* Undertakes any training deemed necessary by your line manager.
* Keeps up-to-date about services, benefits and organisations available to clients.
* Good timekeeper and good attendance.

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|  | **Essential** | **Desirable** | |
| **Experience**  A Health or Social Care / Third Sector background |  | ✓ |
| Experience of assessing the needs of vulnerable people and providing reassuring person-centred support in-line with their goals.  Experience of supporting clients in their own homes. | ✓  ✓ |  |
| Experience of working in the health and social care sector  Experience of working in a hospital setting | ✓  ✓ |  |
| **Skills and abilities** |  |  |
| Able to manage complex workload | ✓ |  |
| Skilled communicator who can competently and calmly liaise with Health & Social Care professions and family members | ✓ |  |
| An independent and resourceful employee, ability to operate as a lone-worker within a community and hospital setting | ✓  ✓ |  |
| Comfortable in visiting potential clients on hospital wards | ✓ |  |
| Organisational abilities, an ordered systematic approach to work and an eye for detail | ✓ |  |
| Ability and commitment to working as part of an extended team. | ✓ |  |
| Need to be self motivated, to organise time effectively, to manage workload, to prioritise tasks and to work to agreed targets. | ✓ |  |
| **Knowledge** |  |  |
| Evidence of a good general education | ✓ |  |
| An understanding of the hospital discharge process |  | ✓ |
| An understanding of the issues that can affect those who have had a stay in hospital |  | ✓ |
| An awareness of the teams/agencies that can be involved in post-discharge support. |  | ✓ |
| IT literate – a competent user of Word and email | ✓ |  |
| Knowledge or experience of how to manage a project and develop its potential. |  | ✓ |
| **Other requirements** |  |  |
| An understanding of the need for confidentiality, sensitivity and a non judgemental attitude. | ✓ |  |
| Daily use of own transport and clean, current driving licence and business use insurance. | ✓ |  |