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| **Job Title: Hospital Support Worker** | |  |
| **Salary:** | £10.85 per hour | |
| **Hours:** | Variable between 7:30am – 10:00pm | |
| **Days and Times:** | Variable Monday – Sunday as and when required | |
| **Responsible to:** | Hospital Support Services Coordinator/Service Manager | |
| **Responsible for:** | Wellbeing of Patients in the A&E Dept & Wards | |
| **Main Location:** | The Hillingdon Hospital/Northwick Park Hospital | |
| **Status:** | Bank/Permanent/Temporary | |
| **Main Purpose of Job:** | Provide non-medical support and reassurance to older patients in the above departments and escort patients who are fit for discharge and settle them in at home. | |

**Main responsibilities and tasks:**

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| **1.0** | **Service Delivery** | |
| 1.1 | Give non- medical support and assistance to older patients in the departments. |
| 1.2 | Provide practical and emotional support to patients, their relatives and carers. |
| 1.3 | Inform family/ NOK/ Carers of the whereabouts of patients, as appropriate. |
| 1.4 | Support and liaise with Medical Teams. |
| 1.5 | Obtain personal details for the purpose of referral in line with GDPR. |
| 1.6 | Refer/signpost patients to other services and agencies, such as Home from Hospital. |
| 1.7 | Escort patients, who are fit for discharge home in as appropriate. |
| 1.8 | Undertake general home safety assessment. Ensure home is well lit and warm. |
| 1.9 | Ensure that all work is carried out in a safe manner and ensure Age UK HHB Health & Safety policy is adhered to. |
| 1.10 | Report any incidents and concerns regarding the patients to one of the Medical Team immediately. |
| 1.11  1.12 | Report any incidents and/or concerns to your Line Manager.  Complete all paperwork and notes in a legible manner. |

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| **2.0** | **Team Working** | |
| 2.1 | Attend Training, Team Meetings, Support & Supervision and Appraisals as arranged by your Line Manager. |
| 2.2  2.3  2.4 | Be flexible in your approach to meet service and patient needs You may be asked to cover sickness and holiday hours within the A&E or Take Home and Settle Teams or may be asked to Work across multiple sites as requested by your manager.  Maintain professional standards at all times. |
| **3.0** | **Finance and Administration** | |
| 3.1 | Complete and submit timesheets/ overtime sheets for collection at the end of each month. |

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| **4.0** | **Quality and Service Development** | |
| 4.1 | Actively promote our services to patients, their families and carers. |
| 4.2 | To be aware of the Health, Safety & Welfare of yourself, the public and your patients reporting any hazards to your Line Manager. |
| 4.3 | Be accepting of and open to change that may affect our services. |

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| **5.0** | **General** | |
| 5.1 | To maintain own professional expertise, including attending training as necessary and be subject to supervision and an annual appraisal. |
| 5.2 | To attend staff meetings, away days and other similar staff events. |
| 5.3 | To ensure all activities are carried out in harmony with Age UK HHB’s mission and within the spirit of its equal opportunities policy and to abide by the policies of Age UK HHB. |
| 5.4 | All staff are expected to undertake their own computer work, both in the production of correspondence and documents, date recording, e-mailing and internet research. |
| 5.5 | It is the nature of the work that tasks and responsibilities are in many circumstances unpredictable and varied. All employees are expected to work in a flexible way. |
| 5.6 | Some meetings and other events may be held out of normal office hours and may involve travel away from the local area. |
| 5.7 | Some posts in Age UK HHB may be classed as regulated activity for the purposes of DBS. The recruiting manager will advise whether this is applicable for this position. |
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The above items outline the main duties and responsibilities of the post and are designed to give an accurate flavour of the nature and scope of this post. However, they do not represent an inclusive list of all the duties required.

**Age UK HHB is committed to safeguarding and promoting the welfare of all older**

**people and children within the London Boroughs of Hillingdon, Harrow & Brent.**

**Person Specification**

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| **Education & Training** | |
| **Essential Criteria** | **Desirable Criteria** |
| Have a good standard of written and spoken English | Speak another language |
|  | Training relevant to the role |

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| **Experience** | |
| **Essential Criteria** | **Desirable Criteria** |
| Have some recent experience of having worked with/ cared for an older person or older people |  |

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| **Knowledge and Skills** | |
| **Essential Criteria** | **Desirable Criteria** |
| Have a good understanding of the needs of and issues facing older people |  |
| Have a good understanding of other services available to our client group |  |
| Organised & able to prioritise tasks | Basic IT competence |
| Be able to work with colleagues and have good customer relation skills |  |
| Be able to work independently or as part of a team |  |
| Be supportive of your team members and work colleagues |  |

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| **Personal Attributes** | |
| **Essential Criteria** | **Desirable Criteria** |
| Self-Motivation |  |
| Smart Appearance |  |
| Flexibility to pick up shifts at short notice across multiple sites |  |
| Good Communication Skills |  |