



Discharge Support Volunteer - Role Description

Some patients who are ready to be discharged from hospital can end up spending extra time in hospital. Sometimes this may be because they live alone and there are concerns about them accessing the support they need.

These patients do not need a full social care assessment but would benefit from a bit of extra support to make the process of getting home from hospital a bit easier.

Alongside other volunteers and our project coordinator you will be providing low level support to people living in CH64 who have recently been discharged from a Wirral hospital. You will play an integral role in providing reassurance and support to patients following their discharge from hospital.

Core duties include:

- Visiting patient on day of discharge and again within 72 hours
- Ensuring they are safe and well
- Making sure utilities are working
- Carrying out a small food shop when required
- Collecting medication
- Support with benefits check
- Ensuring appropriate aids are available
- Signposting to additional support where appropriate
- Escalating areas of concern

Specific skills required

- Excellent communication skills
- Be committed to the role and attend regularly
- Punctuality and dependability
- Positive attitude
- Able to remain calm in challenging situations
- Ability to know when to seek help
- Maintain confidentiality
- Patience, empathy and a non-judgemental approach
- Willingness to work at times without direct supervision

What you can gain from the role

- Knowledge that volunteering is providing support to patients following their discharge from hospital.
- Satisfaction of providing support to those most at need in your community
- Supervision and support from a named member of staff
- Training including first aid and safeguarding

If you are interested in joining our team of volunteers as a discharge support volunteer or would like to discuss the role further please email Rachael@nestoncyc.org.uk