

Discharge Support Coordinator - Role Information

Role Description

Hours 30hrs /week - worked flexibly including evenings and weekends (12 month contract, extension subject to funding)

Salary £28,000pa pro rata

Location Neston Community Youth Centre. With travel across CH64 and surrounding areas.

Job offer and employment subject to satisfactory Right to Work checks and Enhanced Disclosure and Barring Service (DBS) check.

The Opportunity

We are seeking an energetic and enthusiastic person to join the NCYC team as a Coordinator for our new hospital discharge support project.

This project is funded for 12 months by Cheshire Community Action and will be extended dependent on future funding.

The project is to support residents of CH64 currently in a Wirral hospital requiring low level support to ensure a successful discharge.

This is a new and exciting project, developed in response to the lack of provision for patients in a Wirral hospital living in CH64. The aim of this project is to reduce delayed discharge and prevent readmission.

The project will provide low level support for the first 72 hours following discharge. The coordinator will be responsible for liaising with the discharge team at WUTH, managing referrals to the project, coordinating transport home when appropriate, allocating volunteers to meet the patient following discharge, liaising with health services such as GP and Community Care Team, conducting surveys with patients, signposting and referring to ongoing support and recording and reporting outcome data to the CEO.

The Coordinator will support a team of volunteers, providing them with appropriate advice and guidance for their role, including holding regular supervision and review sessions.

About NCYC

NCYC is a community anchor organisation based in Neston and serving the communities of Neston, Little Neston, Ness, Burton, Willaston and Parkgate Through effective partnership working we provide a range of services and support that can improve people's lives. From Neston Community Youth Centre, we have developed effective partnerships to offer access to services such as Citizens Advice, Foodbank, Job Centre, Befriending Service, Carer Support, Employability Support, Community Cinema, Social Prescribing Service and more led by what our community tells us it needs. We also manage a range of volunteer opportunities that support us to deliver Neston Angels, Neston Flicks, local Community Events (Neston Ladies Club Day, The Big Lunch, Christmas Lights Switch On). During the pandemic, more than 300 volunteers supported thousands of local people to access food,

prescriptions and vaccines. Neston Community Youth Centre also hosts a range of leisure learning opportunities, health and wellbeing activities and more.

Role Description – Main Duties

- Keyholder Responsibility
- Take referrals for discharge support project from the WUTH discharge team
- Visit the patient at hospital pre discharge when appropriate to discuss support
- Manage volunteers effectively and allocate them to the patient for discharge support in a timely manner
- Undertake an assessment 72 hours post discharge and signpost / refer to additional support services where appropriate
- Liaise with Adult Social Care Teams, GP practices, Community Care Team, Social Prescribers and other external organisations supporting individuals as appropriate.
- Support a team of volunteers, providing them with appropriate advice and guidance for their role including recognising safeguarding issues.
- Carry out regular supervision sessions and reviews with volunteers.
- Maintain accurate records on our database and ensure that client and volunteer data, contacts and outcomes are recorded in a timely and professional manner.
- Assist with collating, monitoring, and preparing data for monitoring and funder reports, including interviewing clients and volunteers to collect their stories about the difference the project has made.
- Represent NCYC in a professional manner at both internal and external events and meetings
- Carry out all other duties as deemed reasonably appropriate.

Person Specification

Criteria	Essential	Desirable	Assessment A = Application I = Interview
Knowledge and Skills			
An understanding of Neston and surrounding areas	YES		A/I
Understanding of the issues that affect older people	YES		A/I
Excellent verbal and written communication skills	YES		A/I
Good knowledge of Microsoft Office programmes including word, excel and outlook.	YES		A
Awareness of NCYC services		YES	A/I
Experience			
Experience of working with older people	YES		A/I
Experience of working with volunteers		YES	A/I

Experience of networking and working in partnership with statutory and voluntary organisations		YES	A/I
Attitudes / behaviours			
Enthusiastic	YES		I
Creative thinking	YES		I
Flexible	YES		I
Belief in the power of community	YES		I
Professional, with the ability to maintain confidentiality levels at all times	YES		I