

JOB DESCRIPTION

Job Title:	Support Worker (HAC South Lakeland)
Reporting to (Job Title):	HAC Co-ordinator
Direct Reports:	HAC Co-ordinator
Brief Overview of the Position:	<ul style="list-style-type: none"> To support the Allocation Officers & Co-ordinator in the provision of the South Lakeland Hospital After Care Service (HAC) To assist in the delivery of an efficient and appropriate service in line with relevant Service Level Agreements that focus on promoting independence and avoidance of hospital admission re admission and residential care.
Working with:	<ul style="list-style-type: none"> Members of the South Lakeland HAC team, older people within the communities of South Lakeland, hospital staff, other professionals and VCFS organisations. .
Hours and Salary	£15 523.00 - £15941.00 Pro rata (Hourly rate £8.53 - £8.56) depending on experience
Main Duties and Responsibilities:	<ul style="list-style-type: none"> To be responsible to the Service Co-ordinator for carrying out duties in an effective and efficient manner. To undertake home visits, phone calls and to escort older people home in accordance with guidelines and policies. To undertake any HAC duties as required To liaise with the Hospital Discharge Team, ICAT team and hospital/community staff as appropriate. To see people, if necessary, in the A & E Dept, Urgent Care Depts, wards etc to discuss the help and support that may be needed to facilitate discharge and after discharge. To complete and return all specified paperwork to the Allocations Officer and Co-ordinator and to input all information onto the computer database and report back to the Co-ordinator as required, including matters of concern. To signpost & refer older people to appropriate services To introduce older people to volunteers if appropriate, who may be able to provide additional support To seek and maintain good working relationships with the staff of all agencies with which we are associated especially those from Health & Social Care. To act as an ambassador for AUKSL and be a point of contact for HAC for Hospital staff and professionals. To update & maintain information on an in house database/CRM system.
Accountable for:	<ul style="list-style-type: none"> N/A
Summary of Key Attributes & Qualifications for role:	<ul style="list-style-type: none"> Ability to promote services Ability to use IT in particular Microsoft word & Excel along with CRM database system competently Awareness of needs & issues of vulnerable older people

	<ul style="list-style-type: none"> • Awareness of health & safety issues • Understanding of Safeguarding issues • Excellent communication skills written and oral • Ability to work as part of a team • Full driving licence, business insurance & use of car
Main KPI's / performance measured against:	<ul style="list-style-type: none"> • Production and maintenance of accurate up to date records & reports • Effective time management • Effective decision making • Ability to use IT in particular Microsoft word & excel
Generic Clauses:	<ol style="list-style-type: none"> 1. To support the trading and fundraising activities of the charity liaising with the Business Development Team. 2. To comply in all aspects with Age UK South Lakeland's policies, including Health and Safety, Equal Opportunities, Handling Money, Data Protection etc. 3. To participate and contribute generally to Age UK South Lakeland's activities, attending meetings, training courses etc as required.
Flexibility Clauses:	<ul style="list-style-type: none"> ▪ The nature of this post will require flexibility to meet some urgent work needs as they arise. This may entail some occasional weekend or evening work. ▪ Therefore, this job description is not intended to be exhaustive. The post-holder will be expected to adopt a flexible attitude to the duties which may have to be varied (after discussion with the post-holder) subject to the needs of the service, and in keeping with the general profile of the post.