

## **JOB DESCRIPTION**

**JOB TITLE:** Relief Hospital Aftercare Assistant

**RESPONSIBLE TO:** Hospital Aftercare Service Manager

**Salary:** The salary for the post is £10.22 per hour

**Hours of Work** Work will be on a flexible rota system, you will be on call to cover the service Monday to Saturday covering either an 8.00-2.00pm shift or 2.00-8.00pm

### **JOB PURPOSE:**

Take clients home from MK University hospital in your own car, settling them in and assessing their need for any further referrals for assistance. To provide short term domestic and social support services within a client's home.

#### **1. Main Duties and Responsibilities**

- To provide a support service of a non-clinical nature within the Hospital and specifically the Patient Discharge Unit.
- To provide information and advice to patients on the allocated wards within MK University Hospital and in the Information, Advice and Support Office.
- To take the patient home and settle them in and undertake a person centred assessment, to highlight areas of need identified by the patient and/or self and to signpost and refer clients where appropriate to other Age UK Milton Keynes and non-statutory services.
- To undertake a home risk assessment and identify any risks to the patient, staff and volunteers.
- Ensure that clients are provided with a service that meets their individual needs.
- Provide practical support in the client's home e.g. housework, shopping.
- To regularly assess clients for suitability to remain on the service, the level of support to be provided and keeping clients informed at each stage of the process.
- To act at all times in accordance with the Age UK Milton Keynes' policies and procedures.
- To maintain accurate records of support delivered and use appropriate procedures to respond to any concerns or further actions, ensuring that all confidentiality requirements are met.
- To support the HAS manager with general administration and office duties.
- To positively participate in meetings and training when required.

#### **2. Skills/Competencies**

- An understanding/empathy with issues affecting older people.
- A positive, adaptable and caring approach towards people in later life.
- Organisational skills and an ability to work flexibly, on own initiative and under pressure.

- Knowledge of local agencies and the referral processes that assist people with independent living.
- Good communication skills, both oral and written.
- The ability, either gained from working in a professional or care capacity, or demonstrated through own personal development, to communicate with senior professional people.
- Good level of general fitness.
- A willingness to take on day to day household tasks.
- Local knowledge of Milton Keynes.
- Able to comply at all times with any regulations issued by the NHS Trust, especially those governing Health & Safety at work and to ensure that any defects which may affect safety at work are brought to the attention of the appropriate manager.

### **3. Special Features**

- Flexible working hours.
- To cover annual leave and absences of other staff.
- Car driver with current relevant driving licence and appropriate insurance with access to a reliable car which is accessible for older people.
- Covid-19 guidelines and PPE will be provided.
- Mileage paid for use of own car at current rates.

*No job description can be entirely comprehensive and the job holder will be expected to carry out such other duties as may be required from time to time and which are broadly consistent with the job description and status of the post within the organisation. This role can be challenging and we are looking to appoint an individual with strong social values and an understanding of issues relating to deprivation and crisis.*

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| <u>Hours:</u>         | Variable – no guaranteed hours   |
| <u>Annual Leave</u>   | Entitlement will be in accordance with the Conditions of Service   |
| <u>Sick Pay</u>       | Entitlement will be in accordance with the Conditions of Service   |
| <u>Pension Scheme</u> | Age UK Milton Keynes operates a pension scheme in line with the automatic enrolment legislation. Qualifying employees will be automatically enrolled in the scheme although they are able to opt out if they wish. Employees who do not qualify for automatic enrolment may opt into the scheme. |