



JOB DESCRIPTION

Job title:	Home from Hospital Worker
Salary:	Scale E , pt 22 £23,259 to pt 25 £25,507 per annum pro rata (successful applicants start at the bottom of the scale).
Contract Term:	17.5 hours per week (work hours to be decided) Fixed term contract until 31st March 2026
Responsible to:	Home from Hospital Manager
Location:	The work is based on site in hospital/community & client home settings.

Purpose of the Job:

The purpose of this role is supporting individuals who are leaving hospital, assisting them in settling back into daily life and their community. The Home from Hospital Worker will work alongside hospital teams, supporting individuals to be discharged safely and assist in identifying and building the ongoing support network they need. An important part of the role is building relationships and giving people time to talk about what matters to them and guiding them to unpick issues affecting their wellbeing. Working in partnership with Age UK, Southmead Development Trust and Knowle West Health Park and as part of a Multi-Disciplinary Team (MDT) in hospital, the Home from Hospital worker will:

- Receive referrals and build relationships with individuals
- Working on average for 4 – 6 sessions supporting people build networks
- Be part of an evaluation process for evidencing outcomes and impact

Key Tasks and Responsibilities:

Specific Duties

- Receive referrals and, using motivational interviewing and other techniques, provide personalised information, advice and support to individuals and signpost or refer (with consent) individuals to appropriate activities, services and support which will help meet their needs, circumstances and preferences.
- Carry a case load and support individuals to address barriers to accessing services or maintaining independence. This includes recognising when wider determinants of health are having an impact for example debt, poor housing, un/under-employment, physical inactivity.
- Empower people to maximise the control they have over their lives through enabling them to assess their own abilities, identify goals, take charge of decisions which affect them and improve their ability to self-care. This will involve co-producing action plans and facilitating their follow-through.
- Accompany people to community groups, activities, and statutory services. Follow up to ensure they are happy, able to engage, feel included and are receiving good support.

- Effectively manage and prioritise a caseload of individuals. This will be done in accordance with the needs, priorities and any urgent support required by individual.
- Record and deliver performance targets and project objectives.
- Use monitoring and evaluation tools including case studies to evidence the impact of the service.
- Work flexibly to meet the needs of service users. This may involve hours outside of 9am to 5pm and include attending meetings with ward staff or a patient's family.

The following are things we expect to be part of everyone's specific duties:

- To manage workload and change priorities as required.
- To work in partnership with other Wellspring Settlement services and outside partners to develop connections and increase opportunities for service users and local residents.
- To record accurate data and evidence to inform reporting e.g. Impact data and stories using Wellspring Settlements FOCUS database.
- Work with a cross-organisation team to: deliver community events (contributing to annual calendar of community activities); gather community intelligence; look after buildings; share knowledge and skills to promote staff development.
- Take an active role in internal communication - sharing appropriate information about what you are doing and community intelligence and engaging with information shared with you. Positive external communication appropriate to role – including advertising services and celebrating achievements.
- Team working, peer support, contribute to a culture of learning and curiosity: attend and contribute to team meetings, support each other's personal growth; supporting and attending training and staff development opportunities.
- Be aware of organisational priorities and appropriately promote them / embody them through your work.
- To be aware of other Wellspring Settlement and local services, to refer people to the appropriate groups, services and opportunities.
- Work in a trauma-informed, asset-based, person-centred way.
- Use autonomy and creativity to make and implement decisions commensurate with role and seniority.

General Duties

- To prepare, attend and actively participate in monthly supervision sessions including engaging in the monitoring and review of performance targets.
- To work within the policies and procedures of Wellspring Settlement and attend appropriate team meetings, training events and staff development days.
- To communicate with staff, volunteers, service users and partners in a positive and effective manner.

- To be familiar with and work within IT systems, policies and procedures and risk assessments and ensure that you are using them to support your work.
- At all times, to work within and actively promote the Equity, Diversity and Inclusion policy of the Settlement.
- At all times, to be aware of the health and safety of colleagues, users, local people and self and to work within the health and safety policies of the Settlement.

Person Specification

Essential Criteria	
<i>You must describe how you meet these criteria in order to be shortlisted for interview</i>	
1	At least 2 years'* experience in a role that involves promoting health and wellbeing in adult health care, social care, public health or a voluntary and community context. <div style="text-align: right;">(*within 5years)</div>
2	Good understanding of health issues and the wider determinants of health and wellbeing.
3	Ability to understand complex client needs and use a 'brokerage' approach to meet these needs.
4	Knowledge of brief interventions, behaviour change, motivational change. Ability to monitor and evaluate work undertaken.
5	Pro-active and confident communicator with excellent inter-personal and communication skills.
6	Ability to have empathy and manage difficult, emotionally challenging conversations whilst promoting collaborative working that utilises a creative problem-solving approach.
7	Partnership working - building relationships with, colleagues, stakeholders and other organisations.
8	Ability to work within a target-driven and time-limited system, dealing with issues pragmatically and through brief interventions
9	An understanding of risk assessment and risk management and understanding of safeguarding issues.
10	Ability to work effectively as a supportive team member as well as on one's own initiative.
11	Ability to manage your own workload, identifying priorities for yourself, colleagues and the service.