



# **Hospital Discharge Grants Co-ordinator Application Pack**

---

**Need this in a different format?**

Please contact us; [jobs@possabilitypeople.org.uk](mailto:jobs@possabilitypeople.org.uk)  
or phone 01273 89 40 40

# Welcome from our Chair of Trustees

Dear applicant

I'm Maddy Hamp, and I've been Chair of Trustees at Possability People since 2019. As a disabled person myself, I feel proud to be part of an organisation that brings real change to the lives of disabled people and those living with long term physical and mental health conditions.



We have a committed and passionate team of staff, volunteers, and trustees, all of whom are united in a common goal to improve the lives of disabled people and those living with long term health conditions.

We are proud to have supported and empowered tens of thousands of people since we first began in 1981, and we are dedicated to continuing to do so.

I am delighted that you are considering joining our team. This pack aims to give you an insight into our work, values, and culture.

I hope you find this information useful, and I look forward to hopefully working together in the future.

Best wishes

Maddy Hamp

Chair of Trustees

**PS** – [Have a look at our 24/25 Impact Report](#) to see the difference we make to our community.

# About Possability People

Possability People is an established, user-led disability charity working across Brighton & Hove and Sussex. Founded in 1981, we have more than 40 years' experience of working alongside disabled people and people with health conditions.

## Our vision:

*A society where anything is possible regardless of ability.*

## Our mission:

*Enabling and empowering people with health conditions to live the life they choose.*

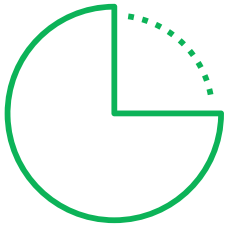
We are a **user-led organisation**, which means the experience and expertise of disabled people is central to how we understand issues, make decisions and develop our work. We believe people should have choice and control over the support they receive and the lives they lead.

Our strength comes from the people who make up Possability People. Our members, staff, volunteers and Trustees bring a mix of lived experience, professional expertise and a deep understanding of the barriers disabled people can face.



## Our work and impact

We are a relatively small organisation with a strong local identity, but our work reaches across Brighton & Hove and Sussex. We have built a trusted reputation over many years and have developed strong relationships with communities and organisations across the region.



**75% of our staff and volunteers  
have lived experience of disability**

We provide practical, person-centred support that helps disabled people and people with long-term health conditions have greater choice, independence and control over their lives.

Our work spans direct support, community engagement and influencing change:

- **Advice Centre** – providing free, independent information, advice and support on issues affecting disabled people and people with long-term health conditions.
- **Community Engagement and co-production** – creating opportunities for disabled people to have their voices heard, influence services and shape decisions that affect their lives.
- **Hospital Discharge Support** – helping people return home safely from hospital, including practical support and grants to prevent delays and avoid unnecessary readmissions.
- **PA Noticeboard** – connecting disabled people who employ Personal Assistants with people looking for PA work.
- **Payroll and Supported Bank Accounts** – providing practical support to people who employ Personal Assistants, including payroll and financial administration.
- **Shopmobility** – providing mobility equipment to help people get out and about and take part in their community.

# Our impact in numbers

**5,859 contacts** with our Advice Centre

**4,751 people** engaged through our community work

**1,151 clients** supported through Payroll and Supported Bank Accounts

**543 mobility hires** through Shopmobility

**268 hospital discharge referrals** including 140 delayed discharges prevented and 83 hospital admissions avoided

**But our impact isn't only measured in numbers.** Through our community and co-production work, disabled people help shape services, influence commissioning and bring lived experience directly into strategic decision-making. Our lived-experience groups and patient-led work have influenced mental health services and wider system change across Brighton & Hove and Sussex.

*The figures above are taken from our Impact Report. [Read our full Impact Report](#) for more about our work, achievements and impact.*



# Our values

## Our values aren't just written down - they're lived

We show up with empathy, honesty, and care, and we stick around when it counts. We help people find their voice, and when needed, we raise ours in solidarity. We keep our promises, act with integrity, and stand with courage and conviction. That's what makes the difference, and that's why we're proud of who we are.

## Our values

### Honest. Holistic. Human

*Co-produce, don't impose.*

We design services with the people who use them. It's just better that way.

### Personalised support

*Every person's different, every journey's different.*

Support shaped around real lives, building tools and confidence to move forward.

### Everyone gets a voice

*Inclusive. Intersectional. Unapologetic.*

We're here for everyone. And if a system shuts people out, we challenge it.

### We get stuff done

*We do what works.*

We're bold, practical, and action-driven. We don't tick boxes - we get results.

### Aspiring to disrupt

*Change takes courage.*

We're not afraid to do things differently.



## What you might love about this role

**No two days are quite the same in this varied, hands-on role.** You'll combine visits to people in hospital and at home with coordinating contractors, organising essential work and building relationships with hospital and community teams. You'll have the autonomy to manage your workload and see things through, while working closely with a supportive team.

**Most importantly, you'll make a genuine, practical difference to people's lives.** By arranging the essential repairs, equipment and other work people need to return home safely, you'll help them get back to the place where they're happiest and most comfortable.

# Job Description & Person Specification

## Hospital Discharge Grants Co-ordinator

|                         |                                    |
|-------------------------|------------------------------------|
| <b>Salary:</b>          | £28,850                            |
| <b>Department:</b>      | Hospital Discharge Support         |
| <b>Line Managed by:</b> | Hospital Discharge Support Manager |
| <b>Working Hours:</b>   | 35 hrs per week (full time)        |
| <b>Holidays:</b>        | 28 days plus Bank Holidays         |

### Role Purpose

Possability People is a pan-impairment disability charity based in Brighton. We work with people with a number of health conditions, including mental health, as well as older people.

Our Hospital Discharge Grants Service helps older and disabled people return home from hospital by arranging grant-funded repairs, adaptations, equipment and other essential work to make their homes safe and welcoming.

The Hospital Discharge Grants Co-ordinator combines administration with visits to people in hospital and at home. They work directly with patients, liaise with hospital and community colleagues, and co-ordinate contractors to arrange everything from deep cleans and replacing essential household appliances to urgent repairs and making homes safe for someone's return.

- a) The post-holder has a responsibility to safeguard and promote the welfare and protection of children and adults with whom they have contact or for whom they are responsible.

## **Supporting clients**

- b) Work directly with patients, including visiting them in hospital and at home, to identify their needs, assess risks and determine what work or equipment is required to make their homes safe and welcoming for their return.
- c) Take responsibility for co-ordinating grant-funded work and provision, liaising with patients, hospital and community professionals, contractors and other relevant organisations to ensure the necessary work is organised and completed effectively.

## **External networking**

- d) Build relationships with hospital staff and attend multidisciplinary discharge meetings to raise awareness of the service and identify patients who may benefit from support.
- e) Work collaboratively with hospital teams across University Hospitals Sussex and Sussex Community NHS Foundation Trust, and with Brighton & Hove City Council and other relevant organisations, to co-ordinate practical interventions that enable patients to return home safely.
- f) Attend and contribute to relevant meetings, events and workshops, representing the service as appropriate.

## **Working with contractors**

- g) Develop and maintain relationships with reliable, responsive contractors and service providers who can meet the needs of the service and its clients.
- h) Co-ordinate commissioned work, ensuring contractors follow relevant health and safety procedures and that work is completed safely and effectively. Work with the Service Lead to review and update procedures as required.
- i) Maintain accurate and up to date documentation for contractors, such as insurance documents and risk assessments.

## Administration

- j) Provide administrative support to ensure the efficient running of the service, maintaining accurate client records using the organisation's database and case management systems.
- k) Work with the Service Manager to keep accurate records of grant expenditure and financial records.
- l) Work with the Service Manager to maintain accurate service data, record outcomes and gather case studies to contribute to quarterly monitoring and year-end evaluation reports.

## Respecting diversity

- m) Treat everyone – colleagues, clients, and visitors – with respect and dignity.
- n) Respect others' differences and being sensitive to everyone's needs.
- o) Develop and appropriately maintain professional boundaries with clients and colleagues.

## Working arrangements

The role is based at our head office in Kemp Town, Brighton, with visits to Royal Sussex County Hospital, Brighton General Hospital and clients' homes across Brighton and Hove.

Flexible and home working may be possible. Occasional work outside normal hours may be required, for example to attend events or meetings.

There are no direct reports. You will work closely with another full-time Grants Co-ordinator and a part-time Service Manager, sharing information and co-ordinating work as part of the team.

As a user-led organisation, we put the needs of the people who use our services at the heart of what we do. We expect all staff to treat people with empathy, respect and understanding, and to maintain confidentiality at all times.

This is a summary description of the role, as it is constituted at present. The above does not represent an exhaustive list of the duties and responsibilities of the role. It will be the practice of Possability People to examine periodically employee's job descriptions to ensure that they accurately reflect the job being performed and/ or that proposed developments are incorporated, as part of the process of personal objective setting.

It is the Trustees aim to reach an agreement on reasonable changes but if such agreement is not possible, Possability People reserves the right to insist on changes after appropriate consultation with the post holder.

## Person Specification

### Essential Experience & Qualities

#### Supporting clients

1. Lived experience, or an in depth understanding of, the barriers disabled people face and an enabling approach to overcoming them.
2. A commitment and willingness to provide quality services and support for disabled people and a commitment to the social model of disability.
3. Clear understanding of Equal Opportunities policy and practice and a commitment to implementation.
4. Able to listen to people, ask appropriate questions and assess their needs and potential risks to identify what is needed to make their home safe and welcoming after hospital discharge.

#### External networking

5. Experience of building effective working relationships with a range of people, including professionals and service providers.

## **Working with contractors**

6. Able to co-ordinate practical work involving different contractors and service providers, from identifying what is needed and arranging the work to checking progress and resolving problems.

## **Administration**

7. Able to help maintain accurate financial records and record expenditure.
8. Able to help maintain accurate service data, assisting the Service Manager to monitor performance against targets and contribute to reporting on outcomes and the impact of the service.
9. Good written and verbal communication skills, including clear record-keeping and communicating effectively with clients and professionals.
10. Confident using IT, including Excel, Microsoft Office and databases, to maintain records and organise information.

## **Personal qualities and approach**

11. Self-motivated and able to work independently, organise and prioritise competing demands, and manage a varied workload.
12. Practical and resourceful, able to think on their feet and adapt when plans change or unexpected problems arise.
13. Able to travel independently across Brighton and Hove and work flexibly across hospital and community settings.

## **Desirable Experience & Qualities**

14. Experience of working with older and/or disabled people.
15. Experience of co-ordinating practical activities, services or projects involving multiple people or organisations.

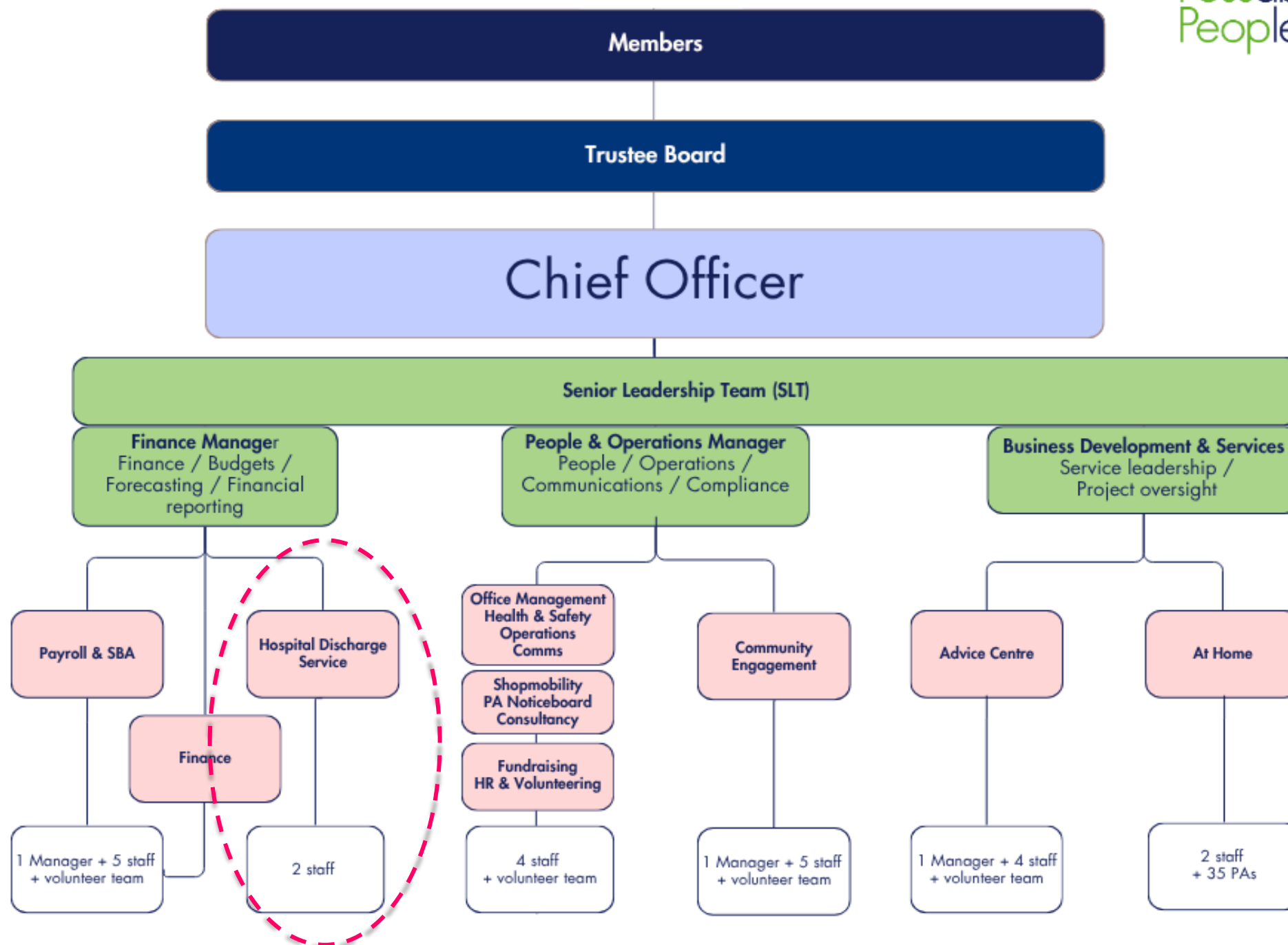
All appointments are subject to a six month probationary period.

All appointments are subject to satisfactory references being received and verified

All appointments are subject to confirmation of identity

All other terms and conditions are fully described in the contract of employment.

All posts within Possability People have the opportunity of an annual review/evaluation.



*The organisational chart provides an overview of current reporting lines and may evolve as the organisation develops.*

# Why work for us?

Working for Possability People means doing work that matters. You'll have the opportunity to **make a real difference to the lives of disabled people**, while working as part of a committed, values-led organisation.

We want our people to do great work without sacrificing their wellbeing. We offer **flexible working, generous leave, supportive management and a strong commitment to learning and development**.

## Benefits

- ✓ **28 days annual leave**, rising to 33 day days after 5 years' service, plus bank holidays (pro rata for part time staff)
- ✓ **35 hour full-time working week**
- ✓ A range of **flexible working arrangements** (dependent on role) including job sharing, flexible hours, remote working
- ✓ **Reasonable adjustments** and support to help you work at your best
- ✓ **Pension scheme** (3% employer contribution)
- ✓ **Employee Assistance Programme**, including support with work, relationships, health, debt and legal issues, and free counselling
- ✓ **Mental Health First Aiders**
- ✓ Support with **Wellbeing Action Plans, Reasonable Adjustments** and **Access to Work claims**



## Learning and development

We want our people to have the opportunity to learn, develop and grow. We're keen to support you to grow in the way that works best for you. As a start we offer:

- Comprehensive induction and training
- Regular supervision and support from your line manager
- Face-to-face, online and on-demand learning
- Shared learning resources
- Ongoing development opportunities
- Opportunities to join working groups and attend outreach events

## More than just a job

We're committed to creating an environment where people feel **comfortable, valued and respected**, whoever they are.

As a user-led disability organisation, **inclusion is part of who we are**, not simply something we talk about. We recognise that creating a genuinely inclusive organisation is a continuous journey, and we're committed to learning and improving.

We're proud to hold a range of quality marks and memberships including being Disability Confident Leaders and holding the Queens Award for Voluntary Service.

**Everyone who works for Possability People has the opportunity to be part of something that is more than just a job.**

If you want your work to have a tangible impact on disabled people's lives, we'd love to hear from you.



# Application Instructions

## Hospital Discharge Grants Co-ordinator

£28,850 - Full-time (35 hours)

Thank you for considering a role with Possability People. We appreciate your interest and look forward to hearing from you.

### What to include in your application

**We'll consider your CV, cover letter, and application form when deciding who to invite for interview.** To give you the best chance of success, please make sure to include the following documents:

#### 1. Cover Letter

We'd love to hear why you're interested in joining Possability People and what you would bring to this role. Please keep your cover letter to a maximum of 500 words.

You don't need to have worked in hospital discharge before. We're interested in the skills and experience you've gained through paid work, volunteering or other relevant experiences.

**In your cover letter, please tell us about:**

- **Supporting clients** – How you understand people's needs, identify risks and work out what practical help is needed.
- **External networking** – Your experience of building positive working relationships with different people and organisations.
- **Working with contractors** – Your experience of coordinating practical work, services or activities and resolving problems.
- **Administrative support** – Your experience of keeping accurate records, using IT and managing information or expenditure.
- **Personal qualities and approach** – How you organise your work, prioritise competing demands, work independently and adapt when things change.

You don't need to address every point in the person specification individually. Please use relevant examples to show us the skills and experience you would bring to the role.

## 2. CV

Please include your relevant experience, qualifications and work history. This can include paid work, volunteering and other relevant experience.

## 3. Application Form

Please complete our short online application form, including your personal details and any additional employment history not covered in your CV.

## How to apply

**[Apply here via the online application portal](#)**

## Key dates

---

**Monday 16 November (9am)**

### Application deadline

Submit [via the online portal](#) in either Word or PDF format.

Late or incomplete applications may not be considered

---

**Week commencing 16 November**

### Shortlisting

We'll be in touch with all applicants to let you know if you've been invited to interview.

---

### Interview

**Wednesday 25 November & Thursday 26 November**  
(in person, Brighton)

---

## Equal opportunities monitoring

To support our commitment to equal opportunities, we'd be grateful if all candidates could [complete the Equal Opportunities Monitoring Questionnaire via this link.](#)

This information is confidential and will not form part of the decision to select candidates for interview or make an appointment.

## Positive action statement

To help us better reflect the diversity of the communities we serve, we actively welcome applications from disabled people, people from minority ethnic backgrounds, and people who are LGBT+ or gender-diverse.

We know that some of these groups are currently under-represented in our organisation, and we particularly welcome applications from people with these backgrounds.

We guarantee an interview to disabled applicants who demonstrate that they meet all of the essential criteria for the role and who tell us that they are disabled.

## Questions?

Please contact us on [jobs@possabilitypeople.org.uk](mailto:jobs@possabilitypeople.org.uk)

