

Hospital Discharge Grants Co-ordinator

Job Description & Person Specification

Salary:	£28,850
Department:	Hospital Discharge Support
Line Managed by:	Hospital Discharge Support Manager
Working Hours:	35 hrs per week (full time)
Holidays:	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.

Job Description

- 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.

Job Review

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.

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.

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.

Notes

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.

Signature

Signature of post holder:

Date: