

Job title	Welcome Home Worker	Department	Welcome Home
Position reports to	Welcome Home Team Leader	Position is responsible for	none
Contract Types	1 x Full Time (37 hrs)	Length of Contract	Till March 2025
Salary	£25,580 per annum pro rata		
Location: Hybrid flexible working between client homes in South Gloucestershire (successful appointees will be allocated an area of South Glos to cover), Southern Brooks offices (Patchway and Kingswood), home working and Southmead hospital.			
<p>About the Welcome Home Project</p> <p>This new and exciting project seeks to provide short to medium support to people who have been discharged from hospital to stay well in their own homes. Support will be provided by a mixture of home support workers, volunteers and self-employed carers.</p> <p>This service will deliver tailored home support care (wellbeing support, minor adjustments to the home environment, access to community activities, home technology support, etc) in clients' homes in conjunction with Age UK South Gloucestershire. Clients will be referred by various hospital discharge pathways.</p> <p>This key role works closely with the Project Manager, Welcome Home Team Lead, Age UK Volunteer Coordinator and volunteers to provide the appropriate support in a timely manner. This is a varied role requiring multi-tasking skills and working under pressure.</p> <p>Main purpose of job:</p> <ul style="list-style-type: none"> • To support patients who have been discharged from hospital and assist them in settling back into daily life and their community. • Carry out home assessments to co-produce a 6 week client action plan with the client to follow. • Support a caseload of clients to empower them to grow in confidence and independence in leading their lives. 			

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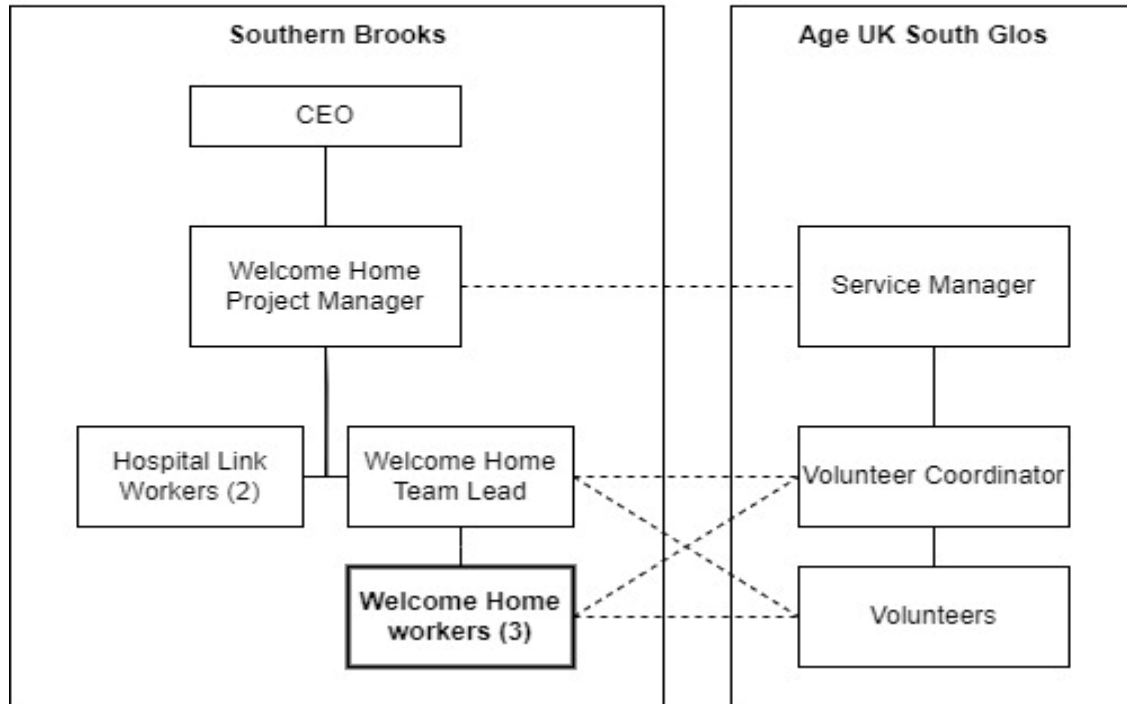
Date of next review: November 2024

Position in Organisational Structure

Key:

----- works alongside

_____ line management



Main duties

Client Work

- Carry out motivational interviewing and person-centred conversations with the clients to identify the activities/changes to help them stay well at home.
- Co-produce action plans and facilitate follow-through.
- Effectively manage and prioritise a caseload of individuals offering 4-6 sessions to each.
- Support individuals to address barriers to services or maintaining independence.
- Reduce social isolation and loneliness by encouraging clients to participate in social, faith and local community/leisure activities.
- Accompany individuals to community groups, activities, and statutory services.
- Supporting use of assistive technology (talking clock, remote wearable emergency alarm, etc)
- Providing a checking service – in person, over the phone and using technology.
- Maintain records and databases in line with all operational procedures and data protection legislation.
- Produce written reports of work and monitoring information as and when required.
- Produce case studies to evidence the impact of the service on users.

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General

- Work closely and establish effective working relationships with other professionals (hospital discharge teams, occupational therapists & other professionals) to ensure joined up support to clients.
- Work closely with the project manager to constantly improve the service to clients, acting on feedback.
- Undertake other duties that may from time to time be reasonably required, e.g. attending community events, assisting with fundraising activities etc.
- Comply with all policies and procedures and promote Equal Opportunities, Safeguarding and maintain GDPR compliance.
- Attend training, team meetings, internal and external events as required.

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