

Job title: Hospital Link Worker

Responsible to: Hospital Link Worker Team Leader

Length of contract: Permanent

Salary: £14.56 per hour
£28,088 per year
37 hours per week, full time

Place of work: Southmead Hospital, Southern Brooks offices (and some home working following the successful completion of probation).

About the Hospital Link Worker project

Hospital Link Workers collaborate closely with hospital staff to ensure patients are discharged safely and are connected to appropriate ongoing support.

Hospital Link Workers take a person-centred, holistic approach, giving patients time and space to discuss what matters most to them. Through this, Hospital Link Workers help individuals identify and address the factors that affect their overall health and wellbeing. The role focuses on empowering individuals to:

- connect with services
- support them back at home
- maintain independence and wellbeing
- strengthen connections within their community

This service operates within the Going Home from Hospital service located in the Transfer of Care Hub at Southmead Hospital.

Role overview

- Support safe and effective hospital discharge for patients
- Provide short-term, person-centred support (typically 1–3 contacts)
- Connect patients to community services and practical support
- Work collaboratively with hospital, social care, and community teams
- Promote independence and wellbeing for patients returning home.

Key duties and Responsibilities

Case Management

- Manage a caseload of approximately 20 - 30 patients per month
- Maintain accurate and timely records in line with procedures
- Produce monthly case studies to evidence service impact
- Use internal systems to track and report on patient progress
- Meet agreed performance targets and project deliverables

Personalised Support

- Provide tailored information and guidance based on patient needs
- Identify and address barriers to services and support
- Empower patients to make informed decisions about their support
- Make onward referrals including practical and community support

Communication & Collaboration

- Build strong relationships with hospital teams and partner agencies
- Promote the service and highlight gaps in provision
- Engage in Multidisciplinary meetings to support discharge planning
- Collaborate with other Southern Brooks teams, in particular Welcome Home
- Attend meetings, trainings, and contribute to a positive team environment.

Compliance & Professional Standards

- Adhere to safeguarding, health & safety, confidentiality, and equality policies
- Ensure GDPR compliant data handling
- Maintain professionalism adhering to legal and organisational standards
- Represent Southern Brooks' values in all interactions
- Uphold a high standard of ethical and accountable practice.

Southern Brooks does not intend for or regard this job description to be contractually binding on the charity, and reserves the right to review, amend and update this job description to meet the demands of the organisation.

<https://southernbrooks.org.uk/>

Position within the Management structure of Southern Brooks

Hospital Link Worker x2



Hospital Link Worker Team Leader



Hospital Link Worker and Welcome Home Manager



Head of Health & Wellbeing



CEO