



Job Description

Hospital to Home Coordinator

LOCATION: Falmouth

HOURS: 25 hours per week

PAY: £25,500 per annum pro-rata

Main purpose of the job

The aim is to prevent hospital admissions and coordinate support for hospital discharge, working with Hospital to Home, Active Living, Hubs and Helpline services working in collaboration with The CHAOS Group. This includes providing support to hospital to home teams, hub teams, working with coaches and prescribers, and developing partnerships and resource ideas to help develop sustainable support plans for clients and their families. This includes confidential and effective administration support.

Main duties and responsibilities:

- To work with assessors and hub leads to coordinate discharge support; liaison with hospital teams, local providers and family where needed. This will include hospital based and home assessments.
- To take referrals from a variety of sources including hospitals, GPs, Social Workers and other agencies as required. Complete referral documentation and liaise with Hospital to Home Team and Active Living as required to fulfil support plan.
- To develop and maintain good working relationships with community groups, voluntary organisations, statutory authorities, and other charities in the area to facilitate a joined-up response to hospital discharge and admission prevention.
- To use the 'Making Every Contact Count' approach, seeking opportunities to aid individuals in making good health and wellbeing choices and build good health and prevention messaging. This includes services like the Step into Wellness programmes, Social Prescribing and Active Living as well as services outside Age UK Cornwall.
- To work with Hub manager, Hospital to Home Team, Active Living and Community well-being colleagues to ensure the project achieves all its goals and outcomes.
- To identify further resources to support individuals and families with specific needs where appropriate. This could include small grants, social activities or other services.

- To provide administrative support to the Hospital to Home Team this includes taking referrals, setting up new clients on the system, liaising with the Active Living service, and providing telephone helpline cover.
- Maintaining the Hospital to Home data base on Charity Log to provide the data required to monitor the contract and provide the regular contract reports.
- To undertake phone reviews of the service. Using the information obtained to feedback to ensure the quality of the services are continually improved.
- To regularly undertake the collection of quantitative and qualitative information collection to include the preparation of case studies and maybe video and audio feedback.
- Assist in the development of Marketing Materials and the distribution of marketing materials including using social media.
- To jointly oversee the coordination of invoices with the hub manager, provide support and liaise with finance team to ensure timely invoicing.
- To jointly ensure that the project meets its obligations to clients, partner organisations and the wider community with the admin lead and complies with all relevant legislation relating to their activities.
- To ensure that all company policies and procedures are adhered to and set a personal example in implementing Health & Safety, Data Security, Safeguarding & Diversity policies.
- In the spirit of good teamwork, willing to undertake all other reasonable duties as directed by the Senior Manager. As an exception this might include cover for out of hours calls however, this will be negotiated not assumed.

Job context

This post is subject to a satisfactory Standard Disclosure and Barring check.

Travel is an essential part of the role, the post-holder will therefore be required to travel independently to various venues and locations within the community in order to fulfil the requirements of the role.

The postholder will be required to adhere to the organisations Code of Conduct and demonstrate commitment to our organisational values.

Office base

Falmouth Hub with the possibility of occasional working from home with prior arrangement. Travel to these bases using public transport or car will be necessary and expenses will be paid as appropriate.

Salary £24,500 per annum pro-rata

Hours As per contract. However, the postholder is required to demonstrate reasonable flexibility potentially, with notice, working out of hours, weekend or evenings.

Duration Fixed term until end of March 2025

Closing date Wednesday, 24th July at 17.00

The above description is correct as of June 2024. The postholder is expected to undertake duties relevant to the role, some of which may develop and change over time. Therefore, this job description will periodically be reviewed and amended in consultation with the post holder.

Key competencies, skills and experience

		Essential	Desirable
Qualifications	Professional qualification in area related to Administration or Care		*
Experience	Experience of working with communities to develop solutions to local issues		*
	Understanding of the voluntary sector in Cornwall		*
	Demonstrate experience of delivering a quality service		*
Relationships	Ability to create rapport with clients and their families, colleagues and build relationships with internal and external stakeholders at all levels.	*	
	The ability to communicate effectively with a wide range of people including people of all ages, staff and volunteers	*	
Equality and Diversity	Experience of working face to face with vulnerable and disadvantaged people in a range of settings		*
	Good interpersonal skills	*	

Skills and Knowledge	Proven ability to build and maintain effective delivery partnerships.		*
	Competent in the use of Microsoft applications including spreadsheets or databases.		*
	Ability to maintain accurate and timely records	*	
	Ability to produce and maintain office systems for contract management		*
	Proven written and verbal communication skills	*	
	Ability to work in a pressurised environment and multitask, understanding the need to prioritise and practise flexible working	*	
	Confidence to seek support when needed but also work autonomously when required	*	
	Understanding of and a willingness to support older people in living within their communities and helping them to express and fulfil their needs	*	
	Understanding of and adherence to organisational Code of Conduct, and relevant polices including but not limited to Data Protection & Confidentiality, Safeguarding, Health & Safety and Fair treatment	*	
	Good leadership skills	*	
Qualities	Commitment to continuous personal development to improve performance by enhancing knowledge, skills and experience, including attending required training.	*	
	Positive and good-humoured can-do solution focused attitude	*	
	Self-autonomous and used to taking personal responsibility	*	
Other	A Disclosure and Barring check satisfactory to the organisation	*	
	Access to own transport and ability to travel across the locality on a regular basis, including to visit people in their own homes	*	

	Willingness to work flexibly as a member of a team to meet work demands	*	
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More About Us

The CHAOS Group is a B Corp and Living Wage Foundation certified organisation based in Mid Cornwall, specialising in well-being, care, digital innovation, employability & farming. The CHAOS Group family is a collection of like-minded and community-focused social enterprises, working together to bring a positive change. Our brands include, Stayathome Cornwall, CHAOS Farm, CHAOS at Eden, CHAOS Local, CHAOS Digital (home of CHAOS Radio & CHAOS TV) and Iconic Hair and Beauty

As a CHAOS Group employee, you will also receive:

- ✓ Option of flexible working
- ✓ Free Uniform
- ✓ Full Induction and ongoing training program
- ✓ Competitive rates and a Career Development Plan
- ✓ Pension Scheme
- ✓ 20% off Hair and Beauty treatments in our Salon (Iconic Hair and Beauty)

We strongly believe that happy staff are the best staff. Therefore, we want to make sure your work is something that you are happy with. We can work with you through flexible work.

For more information about this job opportunity, you can contact our HR team on 01872 277600 or by emailing hello@chaosgroupcornwall.co.uk