

Service Support Worker

Job Level	Level 1b	Job Reference No:	
		Role review date:	
Directorate	UKO	Function	Health & Care Scotland
Service	Glasgow Assisted Discharge	Reports to:	Service manager

Scale and scope of role

Direct reports	0	Indirect reports	0
Budget responsibility/ accountability	N/A	Accountable for other resources	N/A

Context

We help anyone, anywhere in the UK and around the world to get the support they need if crisis strikes: connecting human kindness with human crisis.

We enable vulnerable people in the UK and abroad to prepare for and withstand emergencies in their own communities. And when the crisis is over. We help them to recover and move on with their lives.

We are part of the Red Cross and Red Crescent global humanitarian network.

Our Values and Principles

Our values (compassionate, courageous, inclusive and dynamic) underpin everything that we do. As a member of the Red Cross and Red Crescent Movement, the British Red Cross is committed to, and bound by, its **fundamental principles**: humanity, impartiality, neutrality, independence, voluntary service, unity and universality.

Diversity

At the British Red Cross, we are looking for the right people to help us provide support to millions of people affected by crisis. We want our team to reflect the diversity of the communities we serve, offering equal opportunities to everyone regardless of age, disability, gender reassignment, marriage and civil partnerships, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

Diversity is something we celebrate, and we want you to be able to bring your authentic self to the British Red Cross. We want you to feel that you are in an inclusive environment, and a great position to help us spread the power of kindness.

Purpose of the role

Reporting to the Health Service Manager, the Support Worker role will provide reactive, focused, and flexible support to patients being discharged from Hospital. They will arrange transport where required and provide pre and post discharge practical and emotional support including signposting to other services, including other British Red Cross (BRC) Health services, where appropriate to avoid re admission to hospital.

This service does not deliver personal care.

Main responsibilities

Service Delivery

- Provide assistance to a person being discharged from hospital or those identified by health professionals of being at risk of a decline in health or independence
- Support service users to attend health related appointments once discharged from hospital
- Assess service users needs and collaboratively develop a support plan with them
- Recording and reporting of activities undertaken and highlighting changes in service users condition taking appropriate action when required
- Liaise with health, care, housing and other professionals to ensure service users needs are met
- Ensure a safe living environment for service users by completing at home risk assessments and supporting implementation of mitigating actions
- Carry out welfare calls and visits as required up to the maximum support period
- Signpost to further support available, liaising with community and link worker networks to ensure service users are aware of all of the support available to them

Quality and performance

- To comply with organisational and service specific processes including those on lone working, manual handling and infection control
- To ensure that the highest standards are delivered including compliance with BRC Health & Safety policies and Quality Standards framework.
- To ensure service users' health and wellbeing is preserved and safeguarding policies and procedures are always followed.
- To work with a safe services culture of proactive engagement and shared learning to ensure service users are protected from harm
- Work with colleagues to ensure health and safety policy and procedure and risk assessments are understood and implemented

Team Member

- Actively participates in all team meetings
- Supports other team members
- Works and behaves in accordance with all BRC policies, procedures and in line with our Values in Action.
- Upholds the fundamental principles of the Red Cross and acts with integrity, in accordance with the Society's values (inclusive, compassionate, courageous and dynamics)

The duties and responsibilities described are not a comprehensive list and additional tasks may be assigned from time to time that are in line with the level of the role.

Necessary training will be provided by the BRC.

Pre-engagement checks

Criminal Records

Type of criminal record checks required for this role please delete as required, leave all 3 check headings on role profile

England and Wales – Disclosure and Barring Service (DBS)
<ul style="list-style-type: none"> Enhanced – Child and Adult workforce
Scotland
Northern Ireland

Drivers Check - Required – Yes

Person Specification

Requirements	Evidence obtained through Shortlisting (S), Interview (I), Assessment (A)		
	S	I	A
Knowledge and Skills			
Essential			
- Ability to work as part of a team and on own initiative		X	
- Ability to deal with queries in a diplomatic, professional manner		X	
- Good telephone manner		X	
- Ability to communicate with people		X	
- Knowledge of Microsoft 365			
Desirable			
- Knowledge of supporting service users who may have a range of health issues including dementia, frailty due to age, etc.			X
Experience	S	I	A
Essential			
- Participation in a multi-disciplinary team environment		X	
- Experience of delivering high quality services to the public	X		
- Experience of finding information through the internet and other sources	X		
- Understanding of the Risk Assessment process	X		
- Working knowledge of health and safety practices.	X		
Desirable			
- Knowledge of services provided by the NHS and Social Care		X	
- Service driving			
- Local knowledge			
Additional requirements			
Essential			
- Ensures inclusive practice, challenges discrimination and promotes diversity in line with our Equality, Diversity and Inclusion (EDI) policy .		X	
Values in Action			

<p>Dynamic</p> <ul style="list-style-type: none"> - We move forward as one team. - Every day, we're adapting, innovating and learning. <p>Compassionate</p> <ul style="list-style-type: none"> - We stand for kindness. - People come first, no matter who or where they are. <p>Inclusive</p> <ul style="list-style-type: none"> - We are open to all. - We treat each other with dignity and respect. <p>Courageous</p> <ul style="list-style-type: none"> - We show our strength by doing the right thing. - We aren't scared to test our creative ideas. 	<p>x</p> <p>x</p> <p>x</p> <p>x</p>	
--	-------------------------------------	--

We guarantee an interview to disabled candidates (as defined in the 2010 Equality Act), who meet the minimum shortlisting criteria in the advertised person specification and apply under the disability confident scheme.