



Position: HMR Circle Home from Hospital Coordinator
Salary: £22,000 -£24,000
Hours: Full Time (37.5 hours per week)
Duration: 12 Months (Hopefully Permanent)
Reports to: Director

About HMR Circle and the new Home from Hospital Service

HMR Circle is an innovative and award winning membership organisation that was designed by older people for older people, to help its members stay sorted, connected and lead the life they want to lead.

We connect Members to each other to share interests, enjoy themselves and learn new things and we provide Members with reliable, flexible help with life's practical.

We also offer befriending as well as a Volunteer Drivers Service (VDS) and the HMR Circle Digital Support Service.

Our latest offer for the Rochdale Borough is to work with partners to create the **HMR Circle Home from Hospital Service**.

About the role

HMR Circle is a social enterprise, which has gained an international reputation for innovation and delivery.

We are developing as an organisation and are launching our latest offering.

We are currently developing the **HMR Circle Home from Hospital Service**, to be delivered to support Older People leaving hospital.

Background

As a result of increasing demand on acute services there is a need to support the discharge pathway and reduce delayed discharges. The **HMR Circle Home from Hospital Service** working in partnership with health and social care colleagues will enable older people to be discharged from hospital and return home in a safe and timely manner. The service will ensure patients are accompanied home, safely settled in and comfortable.

The service has a particular emphasis on supporting those who live alone, who do not have relatives or access to transport. Patients will be referred to the service by the hospital discharge team, from the wards or discharge lounge.

The aim is to support Heywood, Middleton and Rochdale residents with discharges from hospitals covering the Rochdale Borough area - Fairfield, Royal Oldham, North Manchester and Rochdale Infirmary.

The **HMR Circle Home from Hospital Service** will recruit and support volunteers to develop the service as part of a new preventative pathway to assist the discharge process for older people by adapting an enabling approach to maximise independence.

Reporting to the Director, your role is to act as a point of contact for the **HMR Circle Home from Hospital Service**. You will be responsible for helping to liaise with Hospital Discharge teams.

The **HMR Circle Home from Hospital Service**, will help develop methodologies and systems to give support to older people on discharge from hospital, and help organise transports and support.

You will work with partners to monitor and grow the **HMR Circle Home from Hospital Service** and look for further opportunities to help evolve and develop the service.

As we grow, your role will evolve, and it is important that you are someone who will relish the chance to take on new tasks and responsibilities.

All 'Circle' staff are required to work with, and adhere to, **HMR Circle** policies, including those relating to safeguarding.

About you

People would describe you as passionate and innovative. You are focused on how people can be each other's solutions to everyday problems. You believe in connecting people with each other to develop strong social networks, to learn new things, to support each other with practical help and share hobbies and interests.

Required experience and knowledge:

- To be actively engaged at some level in your local community with an understanding of, and enthusiasm for the work that the **HMR Circle Home from Hospital Service** will undertake.
- Experience of working with older people and/or knowledge of issues affecting older people would be advantageous, on either a personal or professional level.
- Working with volunteers or volunteering roles.
- Confidence and knowledge about how best to interact with people on how to engage with the **HMR Circle Home from Hospital Service** offer.
- Experience of having to be proactive, using your own initiative whilst organising yourself and others, juggling competing demands.
- Good computer skills (Microsoft Word, Excel, data inputting).
- Ability to work to systems and procedures.
- A full driving license and access to a vehicle is advantageous but not essential.

Core competencies:

- Communications skills
 - Outgoing personality and excellent communication skills, who gets on with people and enjoys helping others;
 - Ability to establish rapport with a diverse group of people.
- Other skills and attributes
 - Have a creative and dynamic approach in relation to problem solving;
 - Strong attention to detail and accuracy whilst remaining creative;
 - Ability to perform as a pro-active member of a small team;

- You will be a self-starter, able to manage your own time and workload in the community, knowing that you have the support of a close team;
- You will have self-determination and be self-motivated to achieve targets and goals;
- You will be someone who wants to develop their skills and embrace a programme of training and development.

What you will do in the role:

Work across the Rochdale Borough (Heywood, Middleton, Rochdale and the Pennine Villages).

Out in the community, at a variety of locations to promote the **HMR Circle Home from Hospital Service**, to support users of service, engage with new participants, and actively recruit Volunteer.

- Actively promote the **HMR Circle Home from Hospital Service**
- Coordinate and recruit an active volunteer pool and identify local residents as a possible HMR Circle Home from Hospital Volunteers.
- To link up with partners to establish cooperative working relationships;
- To work with the Director and partners to help develop the service and design 'best practice'.
- Help accurately log all referrals and activity information.
- Answer queries regarding the service and fully record relevant information;
- Communicate effectively to other team members to work cohesively and efficiently;
- Always provide excellent customer service to those using the service and to our partners.

You will also, in the course of normal activities:

- Provide support within the 'Circle' community by linking to the wider Circle offer.
- Record interactions accurately and in as much detail as possible.

Everyone within 'Circle' has a responsibility for, and is committed to, safeguarding and promoting the welfare of children, young people & vulnerable adults and for ensuring that they are protected from harm. We are committed to robust recruitment and selection procedures to ensure that all staff and volunteers have been appropriately screened prior to appointment. HMR Circle works closely with older people and also with children and vulnerable adults and as such the successful candidate must undertake an enhanced DBS check.

Application deadline: 5pm Friday 15th July 2022

Interviews: W/C Monday 18th July 2022

Please send CV and covering letter to Mark Wynn at mark@hmrcircle.org.uk

