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**Community Action Network**

Job Description

Pathway Coordinator – Hospital Discharge

**Accountable to:** Board of Trustees

**Reporting to:** Pathway Coordinator - Team Lead

**Team**: Engagement

**Main Contacts**:

CEO, Staff and Trustees

Members of the public and professional frontline staff

Local Voluntary Community Sector (VCS) organisations, members and volunteers

Public Sector organisations such as NHS Dorset, BCP Council and Public Health Dorset

**Hours**: 2 Pathway Coordinators - 37 hours, 1 Pathway Coordinator – 26 hours

**Salary:**£30,205

**Contract length:** Fixed term until 30 June 2025

**Base**: Bournemouth, Christchurch, and Poole - Hybrid Working

Staying healthy and living a good life is important to us all. It includes mental and physical health as well as practical and emotional support when we need it most.

There really is something to offer everyone in our local communities, and we know the value and benefit that connecting to others can bring to our health and happiness.

It can be challenging to adequately support people to access voluntary organisations, charities and community groups who provide essential services they need when coming out of hospital. The Wellbeing Collaborative enables people to have efficient and easy access to the excellent services and support delivered by the VCS working across Bournemouth, Christchurch and Bournemouth and the wider Dorset. Helping people leaving hospital, return home safely, avoid re-admittance and stay healthy and independent for longer.

Over the next 12 months we want to work closely with our health and local authority colleagues develop new ways of working in the acute and reablement hospitals across Bournemouth Christchurch and Poole ensuring those leaving hospital return home with the support they need to stay healthy and independent at home. Each Pathway Coordinator will be responsible for the development of a hospital either Bournemouth, Poole or community reablement.

**Role Purpose:**

As the Pathway Coordinator – Hospital Discharge you will work closely with colleagues within the Wellbeing Collaborative and across the organisation to develop and deliver our innovative offer in the acute hospitals and community reablement across Bournemouth, Christchurch and Poole, to co-create local solutions enabling the community to better access the support the voluntary and community sector (VCS) has to offer.

The role will see you:

* Interact with patients on a face-to-face basis, actively listen and understand their needs ahead of leaving hospital.
* Provide connection to appropriate community support, ahead of discharge. Helping them to return home safely, avoid re-admittance and stay healthy and independent for longer.
* following a referral from hospital teams, ahead of discharge
* Develop relationships with professional teams including the Discharge Coordinators and Discharge Key Workers
* Engage in multi-disciplinary discussions in relation to community support available post discharge.
* Work with colleagues efficiently and effectively to distribute one-off wellbeing grants to enable discharge from hospital in a safe and timely manner.
* Identify and highlight gaps in provision at point of discharge from hospital, and work with community groups to identify how best they could support.
* Support the team in the trialling of integrated volunteering into community wellbeing pathways.
* Work as part of the team on a duty roster for a minimum 2 days a week signposting people and professionals to relevant local community service providers.
* Work with the team to monitor and evaluate the Wellbeing Collaborative to ensure that our objectives are achieved and evidenced.
* Support the Pathway Coordinator Team Lead to implement a robust and effective communications strategy which not only champions and promotes the work CAN does but also its members.
* Champion the CAN membership and the support we can provide to communities and grass root groups as well as to our statutory colleagues.
* Maintain a good level of understanding and information on related CAN services and to work closely with other colleagues across the organisation to represent the wider organisation at community events.
* Embrace and embody CAN values in how the role is delivered with collaborative and generous working behaviours.
* Administrate and organise own work to ensure that it is accurate and meets quality targets, reasonable deadlines and reporting requirement.

**Special Circumstances:**

Flexibility is required as attendance at evening and weekend meetings may be necessary.

Travel will be required throughout the area covered by Bournemouth, Christchurch and Poole and wider Dorset. This may include transporting resources for training and events.

**Joint Responsibilities:**

Teamwork is essential to the smooth running of the organisation. All members of staff are required to play an active part.

The Pathway Coordinator – Hospital Discharge is required to follow all organisational policies and procedures and cooperate to ensure that the organisation meets the requirements of contracts and other funding arrangements

This job description sets out the main duties of the post at the date when it was drawn up. Such duties may vary from time to time without changing the general character of the post or the level of responsibility. It is expected therefore that the post holder will undertake any other duties that may be assigned by line management commensurate with the grading of the post.

**Person Specification – Pathway Coordinator – Hospital Discharge**

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| **Specification** | **Essential/Desirable** | **Assessment** |
| **Qualifications** | | |
| Educated to at least A level standard or equivalent recent extensive experience. | Essential | Application |
| **Knowledge, Skills and Experience** | | |

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| 1. A good understanding of the work of an umbrella infrastructure charity. | Essential | Application  Interview |
| 1. A good understanding of the VCS and awareness of the changing environment for local communities and voluntary organisations and the challenges they face. | Essential | Application  Interview |
| 1. Experience in supporting the design, development and implementation of projects within the VCS. | Desirable | Application  Interview |
| 1. An understanding of how the local public sector works with the VCS including BCP Council, NHS Dorset, & Public Health. | Essential | Application  Interview |
| 1. Experience of working with vulnerable client groups including those with physical and mental health conditions and the elderly. | Essential | Application  Interview |
| 1. Experience of information-giving or signposting to a range of different people including professionals and the general public. | Essential | Application  Interview |
| 1. Experience of working within a multi-agency team. | Desirable | Application  Interview |
| 1. Experience of developing robust records to enable the monitoring and evidencing of impact to ensure objectives are achieved and evidenced. | Essential | Application  Interview |
| 1. Understanding and competency of using digital systems including the full MS Office suite Teams, Word and PowerPoint. | Essential | Application |
| 1. Excellent interpersonal skills and ability to form and maintain appropriate relationships with volunteers, stakeholders and colleagues from across different sectors. | Essential | Application  Interview |
| 1. Self-motivated, organised, and able to work under own initiative as well as within a team. | Essential | Application  Interview |
| 1. Diplomatic, articulate, enthusiastic, and extremely well-organised. | Essential | Application  Interview  References |
| 1. Understanding of and commitment to equal opportunities practice and knowledge of approaches to enabling participation from excluded groups in the community. | Essential | Application  Interview  References |
| **Other:**  **Travel:** Willing and able to travel across Bournemouth, Christchurch and Poole and wider Dorset is essential,  **Flexible Working:** The willingness and ability to work flexibly, including evening and weekend  meetings as required.  **DBS Check:** Enhanced DBS Check for adults is required for this role. | | |