

**JOB DESCRIPTION**

**Job Title:** Home First Officer (Support Worker)

**Responsible to**: Service Manager – Home First Support Service

**Operationally in CRTs**: Designated Health Lead

**Main Purpose of the Job**

* To assist with the smooth transition from hospital to home by carrying out home visits that provide short term practical and emotional support, including personal care, to older people and their families.
* To provide information and liaise with a wide range of external services to ensure that the older person and their family’s needs are met.
* To provide support to carers by offering a ‘sitting service’, practical assistance and information.

In addition, the Home First Officer (HFO) will work as part of the Cardiff Community Resource Teams to enable individuals to regain and maintain their independence at home either as an alternative to hospital admission or to support earlier discharges home.

Key aspects of the role will include:

* Assisting the individual to regain independence in personal care and activities of living based on their identified personal goals
* Supporting the delivery of reablement interventions as required by staff within the CRT so as to maximise recovery and independence
* Maintaining good communication links between service users and CRT as to service user progress
* Ensuring involvement of wider CRT members to meet wellbeing needs of individuals

**Knowledge & Experience**

The HFO requires a good general education along with an understanding of the personal care and social needs of clients. The post holder requires some knowledge of the wider health and social care environment and an understanding of the needs of older people on discharge from hospital.

The post requires as a minimum a Diploma level 2 in Health & Social Care\* (Qualification Credit Framework) or a commitment to achieving this qualification within defined timescale.

The HFO will need to be computer literate and experience of keeping computerised records would be desirable.

\* A predecessor qualification such as NVQ level 2 or 3 in Health and Social Care is also acceptable.

**Communications & Relationships**

The HFO has a responsibility for both internal and external communications having daily contact with clients and their families/carers, colleagues, health and social care professionals and other organisations or agencies.

The ability to build good working relationships is a crucial aspect of the role as is the ability to gain clients trust quickly so that individual needs can be met during the short term intervention offered by the Service. The HFO has to undertake a range of social care tasks for clients along with the provision of emotional support and personal care which will require gaining the cooperation of others and communicating with people who may be vulnerable, in ill health and possibly distressed. This will involve encouraging clients to accept services and make informed decisions.

This role is responsible for and the completion of accurate up-to-date client records both in writing and electronically. The HFO is responsible for providing feedback on a client’s situation and needs to internal Community Resource Colleagues and other service staff as necessary.

**Co-ordination**

The HFO is responsible for planning and organising their own work day. This will include prioritising needs and where necessary adjusting plans to accommodate the changes in circumstances and needs of service users as well as service requirements.

The HFO is responsible for ensuring feedback is provided to the office base to arrange revisits and convey instructions/needs of the client.

The HFO must ensure client records are completed wherever possible within 24hours remotely on the organisation’s data base, Charity Log or via PARIS for the Local Health Board.

When working in the CRT the HFO will be allocated work from the designated person and again in collaboration with the CRT and where necessary adjust plans to accommodate the change in circumstances/needs of service users and service requirements and provide feedback to the CRT to arrange further visits.

**Policy & Service Development**

The HFO works within clearly defined working practices, including the Social Care Wales Code of Practice, and organisational policy and procedure.

In addition the post holder will be required to work within the specification of the University Health Boards honorary contract.

There is an opportunity to contribute to suggested changes in working practice for own work area through supervision and team meetings. The HFO needs to work flexibly and where appropriate pilot new developments.

**Finance & physical resources**

The HFO has a personal duty of care in relation to equipment and resources used in carrying out the role.

The HFO is responsible for the safe transportation of money given as donations and handling client’s money for shopping and paying bills.

Whilst there are no budgetary responsibilities within the role an awareness of how expenditure contributes to budget position within the team, e.g. fuel cost effectiveness, is important.

All staff are expected to become involved in promising the organisation and supporting fundraising activities and events. These funds are vital to the Charity delivering against their charitable objectives.

**Supervision**

There are no supervisory responsibilities in this role but the HFO is responsible for supporting new colleagues through a mentoring and buddy system and required to demonstrate their role to external professionals.

The HFO will participate in accompanied visits with Senior Home First Officer and should make effective use of their personal supervision, and make use of training opportunities as appropriate.

**Independent Action**

The HFO will be expected to work independently and on their own initiative but within clearly defined organisational policies and procedures and appropriate UHB guidance, this may include the assessment of needs, to determine the nature and level of intervention required, and taking appropriate action on behalf of clients including making referrals to other agencies.

The post holder will need to work in accordance with the Wales Adult Protection Policy and Procedures.

The HFO has to also undertake risk assessments to ensure personal safety.

The HFO has to use their initiative when dealing with changing priorities and emergency situations that may arise in the course of their work.

The HFO will attend and participate with any training relevant to the post including the UHB competency programme.

The HFO is accountable to the Service Manager and will receive case management support from the Senior Home First Officer and staff in the CRT.

The post holder has a professional responsibility to the Social Care Wales Code of Practice and works within the National Minimum Standards for the Domiciliary Care Agencies (Wales) Regulations 2004.

**Other Duties**

Post holders are responsible for ensuring that all work is consistent with the policy, procedures and direction of Age Connects Cardiff & the Vale and UHB protocols.

Post holders may be required to undertake any other duties that may be appropriate and allocated from time to time following discussion.

In addition, co-operation is required in order to achieve a healthy and safe workplace, and post holders have a responsibility to do everything they can to prevent injury to themselves and their fellow employees and others affected by their actions or omissions at work.

**Signed by Job Holder\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Signed by Line Manager\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date\_\_\_\_\_\_\_\_\_\_\_\_\_**

July 2018