**Hospital Discharge Worker Job Description**

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**Employer**: NW Cornerstone CLG

**Position:**   **￼** Hospital Discharge Worker

**Reporting** **To:** Emergency Accommodation Manager

**Classification:** Full-Time (35 hours per week)

**Hours of** **work:** The Hospital discharge Worker will primarily work 9.00am – 5.00pm Monday – Friday. There is also a requirement for the Hospital Discharge Worker to have flexibility to work outside of these hours, should an emergency or crisis arise, and their presence is required.

**Work** **Environment:** The Hospital Discharge Worker will be based at Sligo University Hospital, and at Cornerstones’ premises in Charles Street, Sligo. He/she will also spend time visiting service users in homeless services and in their homes, and accompanying clients to appointments at various locations as required

**Purpose of Role:** To provide the delivery of an efficient, high quality, caring and responsive advice and assessment service for people who are in acute medical services and are homeless or threatened with homelessness, ensuring that applicants’ housing and support needs are assessed and met in line with the homelessness legislation and statutory guidance. To prevent or minimise the delayed discharge of in-patients of SUH due to homelessness. To work with patients who are resident in Sligo, Leitrim and other catchment areas, who are patients of SUH and are homeless or are at risk of becoming homeless. To work closely with Hospital Services, Homeless Service Providers, Housing Providers and support agencies to ensure the housing needs of people are identified and met.

**Main Duties and Responsibilities:**

1. Be familiar with and always work within the policies and procedures of NW Cornerstone.
2. To work with and under the supervision and direction of the line management of the service.
3. Work collaboratively with the Hospital Medical Social Worker Team, Health Service staff, Homeless Services and Local Authority Housing teams to ensure that the service is successfully co-ordinated and robust procedures are in place to deliver efficient joined-up services that prevent homelessness and meet the housing needs of clients.
4. Actively promote multi-agency working by improving communication and information sharing and working collaboratively with other services, including Local Authority homeless service, and housing department, private sector housing, DSP, Social & Health Care Services, social landlords and local advice and support providers.
5. Work in and promote an innovative, outcome focused, multi-agency approach to advice and assessment, ensuring that all available housing options – including moving out of the area and/or into private rented accommodation - are fully explored.
6. Develop and maintain close working relations with Local Authority and Health services and a wide range of other stakeholders, in order to facilitate the flow of information, encourage joint working and co-operation, achieve the prompt resolution of complex problems, and ensure that, even where an input is required from a number of teams, service delivery is well co-ordinated and the service user is kept fully informed of developments.
7. Provide service users with advice on the housing options available to them, taking into account their needs and aspirations, their eligibility for assistance under the homelessness legislation, their priority on the Housing List, and their ability to sustain private rented housing.
8. Ensure that an accurate, comprehensive record is kept of all interviews, visits, meetings, telephone calls and follow-up action (and that files are maintained to a high standard) in accordance with the organisations policies and procedures and in order to assist monitoring, decision-making and effective case management.
9. Maintain an up-to-date and detailed knowledge of all aspects of the homelessness legislation and guidance in order to ensure that statutory obligations towards people who are homeless or threatened with homelessness are met.
10. Represent the organisation on a variety of forums as required and ensure that the information is communicated in an appropriate and timely manner.
11. Ensure that all relevant statistical returns are completed accurately and on time.
12. Contribute positively to the development of new working practices and initiatives that help to prevent homelessness.
13. Create and maintain accurate records (using manual and computer systems) on all aspects of the service to ensure compliance with agreed reporting arrangements and provide Management with the information it requires to monitor performance and service standards in accordance with the organisations policy and current legislation.
14. Comply with the organisations Code of Conduct and ensure that the Service is culturally sensitive, challenges discrimination and upholds and furthers the organisations equal opportunities policies.
15. Actively consider new and innovative ways of doing things, recognising and promoting the positive benefits of change as a means of improving services and achieving goals.
16. Maintain professional competence and keep abreast of developments through research and reading, and by attending relevant training courses, meetings and supervision.
17. Provide advice, Information and guidance as a prevention or in response to being out of home. The Hospital Discharge worker will also ensure appropriate referral to accommodation sustainment services.
18. To maintain a caseload of service users.
19. To attend Team, Agency, and external meetings, including handovers, and training as required
20. To meet regularly for supervision of work with your assigned Supervisor
21. To plan, implement and evaluate the daily activities.
22. To undertake such other duties as might be reasonably assigned from time to time in consultation with the line manager.
23. To be vigilant to any Health, Safety and Welfare risks in the workplace and bring any concerns to the attention of your line manager or Health & Safety Representative

The above Job Description is not intended to be a fully comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post which may be assigned to him/her from time to time.

**HEALTH AND SAFETY:** All employees are expected to familiarise themselves with the NW CORNERSTONES Health and Safety Policy and adhere to its procedures to ensure the health and safety of staff and service users and the security of the premises.

# CONFIDENTIALITY: Each staff member is expected to observe the highest ethical standards, to treat all service users equally and fairly, to respect their right to confidentiality and to maintain confidentiality on all matters related to NW CORNERSTONES staff and board of directors. Where there are child protection concerns the NW CORNERSTONES policy on child welfare and protection must be followed and may require a referral to the relevant person in Tusla. Where there are concerns regarding the safety of a vulnerable adult the NW CORNERSTONES policy of Safeguarding Vulnerable Adults must be followed and may require a referral to the relevant person in the HSE.

***The above represents the principal conditions of service and is not intended to be the comprehensive list of all terms and conditions of employment which is set out in the employee’s contract of employment and NW Cornerstone staff handbook.***

**Employee Acknowledgement**

I have read and understand this job description is a guide to the general range of duties assigned to the post holder and is subject to periodic review with the employee concerned. I acknowledge that it does not identify all tasks that may be expected, nor address the standards of performance that must be maintained for continuing employment.

Employee Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Manager Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_