

## Application Pack

### Home from Hospital Support Worker

#### Welcome

Thank you for expressing an interesting in our current vacancy.

We have an exciting opportunity in our Charity for an experienced Support Worker to assist older people from hospital discharge. Support includes transport home; ensuring the heating works and the house is tidy; collecting shopping or prescriptions and liaising with a wide range of other services to reduce the chance that an older person will end up back in hospital. You will also provide a vital link between the older person and the outside world at a time when they are still recovering from an accident or illness and encourage them to get involved in social inclusion. You will also contact members of the local community who are shielding or self-isolating due to COVID – 19 to offer telephone support throughout this time period.

This document provides further information on Five Lamps Group, the role of Home from Hospital Support Worker and the application process.

#### About us

Since our organisation began over 30 years ago, Five Lamps Charity has continually focused on social responsibility. We deliver services to socially, economically and financially excluded customers on a local, regional and national basis.

The impact of our works spans supporting long-term unemployed people back into work; providing training, employment and qualifications to Not in Education Employment or Training (NEET) young people; supporting customers on their enterprise journey from enterprise coaching, mentoring, business planning and accessing finance for start-ups; providing evening and weekend youth club activities; delivering a Home Care service to support the elderly in our local community to stay in their homes and within a Parkside Court, an Extra Care Scheme; supporting low-level discharge from Hospital through our Home from Hospital project and providing affordable personal loans to individuals who are unable to access mainstream support.

In recognition of the increased complexity of the organisation and the need to provide greater transparency in financial performance between the lending and charitable activities, a trading company, Five Lamps Trading Ltd which trades as 'Conduit' and 'Conduit Scotland' was established in 2012. It is a wholly-owned subsidiary which gift aids relevant surpluses to the Charity.



**Five Lamps Charity**



**Five Lamps Trading**

## Governance

Five Lamps Charity has a Board of Trustees and Five Lamps Trading Limited has a Board of Directors, who provide leadership, strategic direction, challenge and entrepreneurship, driving the business forward, keeping it under prudent control and acting responsibly towards employees, stakeholders and society as a whole.

The Charity Board meets at least quarterly and comprise of 5 members and the Trading Boards meets monthly and is comprised of 7 members from a diverse range of professional backgrounds.

Charity	Trading
Patricia Chambers, Chair Vivienne Holmes, Vice Chair Ian Wright Trevor Watson Jamie Houlders	Lisa Pickard, Group Chief Executive Trevor Watson, Chair Rod Jones, Vice Chair Richard Poundford Lara Hagelmann

## Senior Management Team

- Group Chief Executive - Lisa Pickard
- Director of Corporate Services – Nicola Garrett

## Mission, Vision & Values

**Our Mission: To Transform Lives, Raise Aspirations and Remove Barriers to Social, Economic & Financial Inclusion**

**Our Vision: Creating Possibilities: Improving Lives**

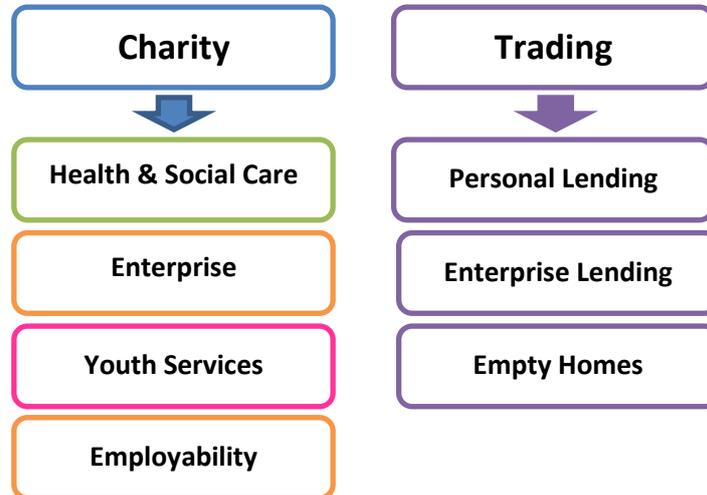
**Our Values**

- **To make people matter**, by releasing their potential and encouraging self-worth
- **Performance matters**, by achieving targets and meeting quality standards
- **Quality matters**, by assuring quality and achieving contemporary quality standards
- **To make communities matter**, by understanding neighbourhoods and their needs including everyone

- **Measuring impact matters** by collecting social, performance and environmental data across the full range of our business and producing an annual Social Impact Report

## Structure

In trying to address social, economic and financial exclusion, we have 7 business divisions within our Charity and Trading Company.



We are regulated by the following:



## Key Achievements

- The Trading Company finalised a £5million investment raise and drew down the first tranche of that capital for on-lending on 30 July 2018. This investment, the largest ever single deal for a UK community finance organisation will enable us to make 100,000 loans over the six years of the investment
- The Youth Employment Initiative contract (YEI) has been further extended
- Five Lamps Trading Limited successfully secured full Financial Conduct Authority permissions in March 2018
- The Charity has completed the third year as joint accountable body alongside our friends at The Corner House Youth Project, in Youth United Stockton (YUS)
- We have launched 'Hull Money' and 'Northumberland Money'
- The first Care Quality Commission inspection visit to our Home Care service resulted in an overall rating of Good
- We secured primary provider status on Stockton Council's Care at Home Framework in May 2020 and now are the care provider at Parkside Court Extra Care Scheme
- The Charity continue to deliver a Breakfast Club, which runs every day of school holidays, recognising that holiday hunger is a significant issue in our communities. Support from companies like Asda and Warburtons has been invaluable as has the work of volunteers and our own staff.
- Our Home Care service secured the contract to provide the Hospital Discharge' service for patients returning home from North Tees hospital. This complements the great work of our Home From Hospital team
- The Charity is now registered with the Office of the Scottish Charity Regulator

- Five Lamps is one of five affordable credit providers who will join Fair4All Finance’s pilot scale-up programme
- We secured Big Lottery Funding to continue our low-level discharge ‘Home from Hospital’ project

## Role Description

### Job Description

### Home from Hospital Support Worker

- Location:** Based at University of North Tees Hospital or Five Lamps Head Office in Thornaby. There will be multi-location working across Stockton- on- Tees and consequently the post is designated as ‘essential car user’.
- Hours:** 37 hours per week. Flexible hours (evenings and weekend working will be required)
- Responsible to:** Quality Manager
- Salary Scale:** SCP 14 (£18,409)

**Job Purpose:** When older people come out of hospital, they can need more support than usual to help get them back on their feet. Members of the community who are shielding or self- isolating need support in these unprecedented times with help such as shopping and signposting to other local groups to reduce social isolation. Five Lamps’ Home from Hospital project provides this support for up to 14 days. Our staff can help with anything such as ensuring the heating works and the house is tidy; collecting shopping or prescriptions and liaising with a wide range of other services to reduce the chance of social isolation or that an older person will end up back in hospital. They can also provide a vital link between the older person and the outside world at a time when they are still recovering from an accident or illness and encourage them to get involved in social inclusion activities. We also support all ages who are shielding or self-isolating with help and daily communication to ensure they don’t feel isolated during the COVID – 19 pandemic.

**Contract Period:** Fixed Term until 31 July 2022

### Duties & Responsibilities

- Receive telephone referrals and meet and greet customers that meet the service criteria and are ready for discharge from University Hospital of North Tees
- Ensure all paperwork is completed and uploaded onto our CRM system including Discharge Forms, Aftercare Service Forms
- Transport customer’s to their home providing emotional and practical support for up to 14 days post-discharge (including but not limited to)
- Checking the home is safe, warm and comfortable
- Ensuring adequate provisions are available and if required, carry out an emergency shop
- Contact customers relatives or friends according to their wishes
- Complete an action plan with the customer detailing their support requirements and onward referrals

- Arranging and collecting prescriptions, attendance at GP appointments, helping to manage bills and associated paperwork
- Encourage engagement with social inclusion activities
- To provide social interaction with customers, including involvement in a wide range of activities
- To promote the work of Five Lamps, raising the level of involvement of elderly people in community initiatives
- Develop productive working relationships with a wide range of statutory, voluntary and commercial services
- Feedback any issues of concern and produce regular case studies and reports to the Quality Manager
- Complete impact monitoring reporting
- Support the establishment and running of a customer group that will have an advisory role to oversee the development of the project
- To work flexibly, including holiday and sickness cover
- To work flexibly across evenings and weekends as and when required
- To maintain the highest standards of customer confidentiality at all times
- To demonstrate a commitment towards your own continuous personal development
- To monitor and maintain quality throughout the different areas of the service in relation to the external quality standards and inspection bodies and organisations
- To implement Five Lamps' policies on Health and Safety and Equal Opportunities at all times
- To undertake any other duties and responsibilities as may be reasonably required within the scope of the post

## Skills & Experience Required

Factor	Essential	Desirable
<b>Qualifications</b>	NVQ Level 3 in Health, Social Care, Advice & Guidance or equivalent  Good standard of general education in particular English Language and Mathematics	NVQ Level 4 or 5 in Health and Social Care or equivalent  Level 2 Food Hygiene & Safety Certificate

<p><b>Experience/Knowledge</b></p>	<p>At least one year's experience of working with people of all ages in a support capacity</p> <p>Excellent understanding of the needs of older people who require low level discharge support</p> <p>Excellent understanding of how to best support people shielding and self-isolating from COVID – 19.</p> <p>Strong customer service skills including utilising technology to support people shielding or self-isolating in the COVID – 19 pandemic.</p> <p>Excellent understanding of the principles of high quality person centred care and support and non-discriminatory care practice</p> <p>Understanding of systems to maintain confidentiality in relation to customers, staff and the business</p> <p>Knowledge of how to recognise abuse and safeguarding procedures</p> <p>Ability to plan and organise workloads effectively so customers receive the services they expect</p> <p>Detailed working knowledge of local advice and support agencies</p> <p>Proven ability to liaise and work in partnership with other agencies</p>	<p>Good understanding of the regulatory responsibilities and the law relating to care services</p> <p>Knowledge of health and safety matters in relation to care and support services and risk management</p>
<p><b>Skills/Abilities</b></p>	<p>Excellent interpersonal and communication skills, both written and verbal (including well developed listening skills)</p> <p>Excellent administrative skills and computer literacy</p> <p>Ability to maintain clear written and electronic records and to follow statutory reporting procedures</p> <p>Caring and compassionate towards people in need of care and support</p>	<p>Able to analyse complex issues and to think creatively and strategically</p> <p>Good practical approach to problem solving</p>

	<p>Respect for people suffering from a range of medical conditions with different backgrounds and beliefs to your own. Strong commitment to non-discriminatory care practice</p> <p>Commitment to respecting the rights of customers at all times and to promoting their privacy, dignity and independence throughout their lives</p> <p>Self-motivated and keen to learn. Willing to seek guidance when needed and follow instructions</p> <p>Excellent time keeper and reliable</p> <p>Experience of building positive working relationships with people who use services and their families, staff and other health and social care professionals</p> <p>Ability to support customers with all aspects of their daily living and throughout the COVID – 19 pandemic in a manner that respects their dignity, is non- judgmental and promotes their independence, choices and privacy</p> <p>Ability to implement Five Lamps’ policies, procedures and instructions</p> <p>Ability to work undirected and unsupervised</p> <p>An ability to motivate and build confidence</p> <p>A passion for service quality</p>	
<p><b>Other (eg attitude, interests etc.)</b></p>	<p>Full clean driving license, business insurance and access to a car during work time</p> <p>Team Worker with flexible attitude to duties and hours of work</p> <p>Enhanced Disclosure from the Disclosure and Barring Service formally known as the Criminal Records Bureau (CRB) Disclosure</p> <p>Committed, enthusiastic, reliable</p>	<p>Understanding of Five Lamps mission, vision and values</p>

	<p>Caring, friendly, patient and calm nature</p> <p>Receptive to the use of new technology in an efficient office environment</p> <p>Willing to undertake further training relevant to the post</p> <p>Flexibility to operate within a constantly changing environment</p> <p>Drive and determination to achieve excellence</p> <p>Empathic to customers' needs</p>	
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## How to apply

Please complete and return the Application Form to [hr@fivelamps.org.uk](mailto:hr@fivelamps.org.uk)

The closing date for this post is 31 July 2020 @ 17:00. If you have not had a reply by 7 August 2020 please assume your application has been unsuccessful.

For an informal discussion about this post, please contact Nichola Storr, Quality Manager on 07894567937