



SWINDON
BOROUGH COUNCIL

Role Profile

Job Title: Project Officer (Safely Home)	Role Profile Number: P/A
Grade: N	Date Prepared: 14 December 2022
Directorate/Group: Adults, Health and Housing	Reporting to: Live Well Response Manager

Job Purpose

This post holder will work as part of the Live Well Team in support of the winter pressures programme, identified across the health and social care system, with a specific focus on hospital discharge. The purpose of this role is to oversee the operation of the Safely Home Service, which will meet the scope and expectation of the Integrated Health System in Swindon. The post holder will work alongside GWH Trust and the Adult Social Care to facilitate timely and effective hospital discharges.

The overarching aim of the work is to reduce the pressures on hospital beds by providing a practical discharge service, alongside a wrap-around support plan for the patient. The role will work in partnership with Community and Voluntary Sector (CVS) organisations as well as health and social care practitioners to ensure the patient's needs are understood and practical, emotional and social support is provided by the best possible provider in the timeliest way.

The role will be part of the MDT process to improve outcomes for individuals and will be responsible for developing the 'Live Well Plan' for patients referred to the service.

Key Accountabilities

- Establish and facilitate an MDT of CVS partners (health and social care professionals as necessary) and facilitate regular meetings, virtually or at Sanford House to discuss and agree the Live Well Plan and brokering the best solutions to achieve good outcomes for individuals
- Contribute to a Steering Group of the Winter Pressures programme, developing the work programme in conjunction with CVS and statutory partners and creating and presenting regular update reports
- Lead the delivery of the Safely Home Service, ensuring all aspects of the discharge are well planned, accommodate needs and are concluded in a timely way.
- Manage a case load of referrals, meeting with patients, families and professionals to create the Live Well Plan.

- Collect and maintain data and outputs from work carried out in order to demonstrate the value of the work and evidence the outcomes sought and gaps identified.
- Oversee referrals, liaising with referral partners to agree the plan.
- Allocate work to the Response Workers and keep records/calendars and data system up to date.
- Be responsible for recording and reporting on the MDT meetings ensuring all data protection and sharing protocols are adhered to.
- Identify and co-ordinate activity with partners; brokering solutions which will enhance people's social connections; exploring and facilitating community led support as alternative to presentation at primary care/social care.
- Support the development of new projects and activities which contribute to the Winter Pressures programme of work.
- Supervise, support and mentor other team members in the delivery of the service.
- Work together with Swindon Carers and Citizens Advice to develop a systematic approach to this work.

Supplementary Accountabilities

- Play an active role within the Live Well and Public Health team including regular attendance of team meetings, PH Directorate meetings and contributing to the overall business plan.
- Undertake and participate in any training required for the post holder to fully carry out their duties, including mandatory updates/refresher training.
- Assist the line manager to effectively promote service .
- Support the operation of the Live Well service within the skills, knowledge and experience of the job holder, as directed by the line manager.

Knowledge & Experience

- Strong and effective communication skills; particularly with those who require greater levels of support or more detailed interactions.
- Excellent organisation skills.
- Experience of managing projects.
- Experience of autonomous working with minimum supervision.
- Experience of strong teamwork.
- Computer literate.
- Experience of working in a health care/social care setting.
- Experience of developing personal plans.
- Supervisory skills.

Qualifications

- Educated to degree level or substantial practical experience and on the job training

- Establish excellent rapport and build trust with people, their families and professionals.
- Readiness to acquire new knowledge and understanding; working with others to share good practice and skills.
- Empathy and understanding towards people, without judgment.
- Knowledge of the local area and of networks and local community organisations, including those offering health and wellbeing support in Swindon.
- Ability to work with a diverse range of individuals and groups.
- Strong teamwork and collaboration principles.
- Negotiation and persuasion skills.
- Dealing with stressful/sad circumstances surrounding health and wellbeing/ill health.

Other Key Features of the role

A flexible approach to working which will be a hybrid of office, community and home based. Some requirement to work evening and weekends as the service requires.

Dealing with potentially stressful situations or vulnerable individuals.

This role will require manual handling to support the practical tasks associated with hospital discharge (lift and shift).

The post holder must hold a valid UK driving license and be willing to take a van test.

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name:
Date:	