

Bassetlaw

**ACTION**

Centre



# Job pack Support Coordinators

## BASSETLAW ACTION CENTRE

**“Making a difference throughout Bassetlaw”**

**Bassetlaw Action Centre  
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Retford  
DN22 6EZ**

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# The Role

Bassetlaw Action Centre (BAC) stands as a well-established organisation with over 25 years of expertise in providing a broad spectrum of community-focused services. Our commitment revolves around promoting the well-being and autonomy of individuals within the community, encompassing initiatives like community transport, befriending, and health-oriented programs such as the Staying Well Programme. A new chapter unfolds with our latest initiative, the Supported Hospital Discharge Service, undertaken in collaboration with Rushcliffe CVS (RCVS) and set to launch soon.

The Support Coordinator holds a crucial position within the Supported Hospital Discharge Service, ensuring a smooth transition for individuals from hospital care to community-based support. This role encompasses providing essential assistance to patients post-discharge, conducting assessments of ongoing needs, and facilitating the initial phases of their journey beyond the hospital. These pivotal Support Coordinator roles will be stationed in the Transfer of Care Hubs (TOCHs) at Bassetlaw Hospital, Kingsmill Hospital, or Queens Medical Centre.

It's important to note that these interventions, while crucial, will not involve personal care, medical activities, or the administration of medicines.

**NOTE:** Support Coordinators must have the ability to travel across Nottinghamshire (and occasionally to other areas if necessary), driving licence and use of own vehicle is required for this role – work related travel expenses are reimbursed at 45p per mile.



# Job Details

**Job title**

**Support Coordinator**

**Location**

**Queens Medical Centre (South Notts)**

**Hours**

**Monday - Friday 8:45am - 16:45pm**

**Salary**

**£13.34 per hour**

**Contract type**

**Permanent subject to funding**

**Start date**

**As soon as possible**

**DBS**

**Enhanced (we will arrange and fund)**

**Closing date**

**We will close when we have received sufficient applications**

**Interview date(s)**

**To be confirmed**



**Annual entitlement of 28 days of paid leave  
(inclusive of Bank Holidays)**



**Flexible working**



**Hybrid working where possible**



**In depth and ongoing training to thrive and  
develop in role**



**Annual leave purchase scheme**



**Paid mileage**



**Access to Charity Workers Discounts**



**Company pension contributions**





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# About Us

**Bassetlaw Action Centre serves as a community resource agency, extending assistance and support to individuals and organisations across Bassetlaw. Our mission revolves around enhancing the independence of older and vulnerable individuals and providing support to those with long-term conditions.**

**Our main office is located on Canal Street, Retford DN22 6EZ, while Rushcliffe CVS operates from The Cotgrave Hub, Rivermead, Cotgrave, Nottingham, NG12 3UQ.**

**The Support Coordinator roles will have access to these office bases as needed, although their primary base will be within the Transfer of Care Hubs (TOCHs) situated at each hospital location.**

**Overseeing the entire service is the Preventative Service Manager at Bassetlaw Action Centre, ensuring cohesive leadership and effective coordination of the service delivery.**





# Job Description

## Key Responsibilities:

### Hospital Discharge Support:

- Greet patients at home following discharge or as soon as feasible after discharge.
- Ensure patients have essential items, such as food, drink, clean bedding, medication, and necessary equipment.

### Assessment and Outcomes Star:

- Conduct assessments of ongoing needs to determine the level of support required.
- Complete an initial Outcomes Star assessment to gauge the individual's well-being and support requirements.
- Conduct a follow-up Outcomes Star assessment at 6 weeks to measure progress and distance travelled.

### Coordination and Communication:

- Collaborate with hospital staff and reablement teams to ensure a coordinated approach to discharge and community support.
- Maintain effective communication with patients, their families, and other relevant stakeholders.

### Service Delivery:

- Provide initial support and coordinate ongoing services to meet the individual's needs.
- Work collaboratively with the Volunteer Coordinators to ensure volunteers are deployed effectively to support ongoing services.

**Flexible Working:**

- Demonstrate flexibility in working hours, including evenings and weekends, as needed to meet service demands.
- Be part of an on-call system to address any unexpected occurrences or urgent needs.

**Training and Development:**

- Participate in relevant training programs to stay updated on best practices, including training on the Care Certificate Standards, falls prevention, dementia awareness, and safeguarding.

**Data Recording and Reporting:**

- Maintain accurate and up-to-date records of patient interactions and service delivery.
- Provide regular reports on service performance and key outcomes.

**Qualifications and Experience:**

- Relevant experience in health and social care, community support, or a related field.
- Strong interpersonal and communication skills.
- Ability to conduct assessments and use outcome measurement tools.
- Flexibility to work varying hours and respond to urgent needs.
- Knowledge of local health and social care services and community resources.

# Person Specification

## 1. Qualifications and Education:

- **Essential:** A relevant qualification in health and social care or a related field.
- **Desirable:** Additional training or certification in areas such as assessments, outcome measurement tools, or specific health-related topics.

## 2. Experience:

- **Essential:** Demonstrable experience in health and social care, community support, or a related field.
- **Essential:** Proven ability to conduct assessments and use outcome measurement tools.
- **Desirable:** Previous experience working in a hospital discharge or reablement setting.

## 3. Skills and Abilities:

- **Essential:** Strong interpersonal and communication skills, with the ability to engage effectively with individuals, families, and multidisciplinary teams.
- **Essential:** Flexibility to work varying hours, including evenings and weekends, to meet service demands.
- **Essential:** Ability to adapt to changing needs and address unexpected occurrences through a responsive and proactive approach.
- **Desirable:** Knowledge of local health and social care services, community resources, and the ability to navigate complex systems.

## 4. Personal Qualities:

- **Essential:** Compassionate and empathetic approach to supporting individuals and their families during hospital discharge.
- **Essential:** Ability to work collaboratively with a diverse team, including volunteers and other support staff.



- **Essential:** Adaptable and open to continuous learning and development.
- **Desirable:** Commitment to promoting the well-being and independence of individuals in the community.

## **5. Working Conditions:**

- **Essential:** Willingness to be primarily based within Transfer of Care Hubs (TOCHs) located at Bassetlaw Hospital (Worksop), Kings Mill Hospital (Mansfield), and Queens Medical Centre (Nottingham).
- **Essential:** Flexibility to work outside regular office hours, including evenings and weekends.
- **Essential:** Availability to participate in an on-call system to address unexpected occurrences or urgent needs.

## **6. Knowledge and Training:**

- **Essential:** Up-to-date knowledge of best practices in health and social care, particularly in the context of hospital discharge and community support.
- **Desirable:** Training in relevant areas such as falls prevention, dementia awareness, and safeguarding.

## **7. Additional Requirements:**

- **Essential:** Valid driver's license and access to a vehicle for travel within the service area.
- **Essential:** Commitment to equal opportunity principles and promoting diversity and inclusion.



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Welcome!

We look forward to  
hearing from you!

**Please send your completed application form and  
covering letter to:  
Bassetlaw Action Centre, Canal Street, Retford,  
DN22 6EZ or Email: [enquiries@actioncentre.org.uk](mailto:enquiries@actioncentre.org.uk)**

**If you have any questions about the role, you can  
contact Lynn Tupling our Chief Executive, by  
emailing: [ltupling@actioncentre.org.uk](mailto:ltupling@actioncentre.org.uk)**