

JOB DESCRIPTION

Carers Hospital Key Worker and Staff Liaison.

POST INFORMATION

Type of Post:	Permanent
Number of Posts	1
Hours of work	30 hours per week - usually four 7.5 hour days. Flexibility around working times and days will be needed on occasion to meet the needs of the charity and organisations that we work with. Regular hours of Service operation are Monday to Saturday between 8am to 5pm, including until 8pm on a Monday and Thursday. An out of hour's phone is covered on a rota basis 5pm to 8pm weekdays and 9am to 5pm on Sunday.
Accountability	Line managed by the North Lincolnshire Service Delivery Manager
Salary	SCP 11 £21,748 (pro rata)
Location	Jointly located between Scunthorpe General Hospital (SGH) and The Carers' Support Service, 11 Redcombe Lane Brigg. DN20 8AU
Travel	Regular weekly travel around North Lincolnshire including Great Oakes Hospital and Lindsey Lodge Hospice. Occasional travel to North East Lincolnshire (Diana Princess of Wales Hospital, Harrison House, St Andrews Hospice and the Carers Centre)

ABOUT THE POST

No day is the same when you work with Carers.

You will support Carers when the person they care for is in hospital. This includes SGH, Great Oakes Hospital, the Hospice and any other inpatient location. You will provide information and support to ensure that Carers are involved in the care of the person they care for and are able to manage and maintain their own health and wellbeing. You will work with Carers over the phone, face to face, via letter, text and social media.

You will have a small, rapidly changing, short-term caseload of individual Carers. You will work closely with Carers over a number of weeks as they navigate and adapt to the changes created by a stay in hospital and discharge home. If Carers need longer-term support, you will transfer them to one of the General Keyworkers for ongoing support.

Within the hospital setting, you will liaise with staff teams, clinicians and volunteers to ensure that Carers are identified quickly and signposted or referred for support. You will provide regular 'Carer Awareness' sessions for staff teams, and recruit Carer Champions in all areas and at all sites. You will ensure all areas have accurate and up to date publicity and marketing materials.

You will have the ability to work effectively on your own initiative, but will be a key part of the Carers' Support Service team and will contribute to the delivery of all our services. You will be based at the Brigg office for at least one day each week where you will be part of the 'Duty Rota'.

You will be a confident communicator who can engage with both Carers and professionals. You may need to liaise between hospital staff and Carers to resolve disputes and deal with concerns. You will be an ambassador for the Carers Support Service within the hospital and will represent the Charity at strategic meetings.

The Carers' Support Service

Working with Carers in Northern Lincolnshire



Main roles and responsibilities of the post will be:

- To contribute to the delivery of all key services and projects, ensuring Carers are made to feel welcome when visiting our services, either at the Centre, in the Hospital or in the community.
- To provide a friendly, effective and sensitive service when supporting Carers.
- Deliver a professional and efficient service to Professionals, Partners and the Public.
- To provide information, support and guidance to Carers, enabling Carers to access support.
- To actively find out about services and support available to Carers within the community, keep this knowledge up-to-date and share with Carers and colleagues.
- To promote the Carers' Support Service's profile across Northern Lincolnshire by delivering talks to staff teams, the local community and by attending events.
- To promote Carer Awareness in all areas of your work ensuring the early, and increased, identification of Carers.
- To ensure all Carer records are up-to-date by recording daily activity, appointments and referrals using a Customer Relationship Management System- CharityLog.
- To take part in the "duty rota" and cover (on a rota basis) the out-of-hours telephone support service.
- To be involved with the planning and implementation of activities for Carers Week.
- To manage a small, short-term caseload of Carers. For a short period, you will be their key contact for support around their caring role.
- To provide emotional support and a 'listening ear' for Carers and to work closely with them to ensure the best outcome for them and the person they care for.
- To act on behalf of Carers where necessary to ensure they can access appropriate services and support.
- To ensure Carers are referred to other services where necessary and appropriate.
- To engage with, make contacts and build good working relationships with health professionals and staff at SGH, Great Oakes and the Hospice. Work with key people within these settings to enable awareness raising and training to take place e.g. Volunteer Co-ordinators, HR departments, Ward Managers.
- Attending clinical and staff meetings to give information about Carer Support services and appropriate referral routes. The post holder will also work collaboratively with the Carers' Support team in North East Lincolnshire to ensure a consistent approach across the NLaG Hospital Trust.
- The maintenance of all Hospital department/ward records on CharityLog. Record all contacts with health professionals and other partners.
- Deliver a 'Drop-in' session for Carers every two weeks at SGH in the Carers Hospital Liaison Office.
- Deliver a monthly 'Drop-in' for Carers at Great Oakes Hospital.
- Maintenance and provision of up-to-date information and displays within hospital settings.
- Deliver Information Points to support events and Key National Awareness days, working with partners such as Macmillan and Alzheimer's society.
- Recruit and maintain an active Carer Champion (or key contact) in all wards/departments.
- Identify and refer/register a minimum of five New Carers per week via referrals from staff teams, self-referrals and by your outreach and publicity work.
- Plan, promote and deliver a monthly Carer Awareness Training session for staff and volunteers at the hospitals.
- To monitor and evaluate the quality of the service provided through outcome evaluations and quarterly feedback from both Carers and professionals.
- Actively engage in the development of the charity and highlight any development opportunities.
- To adhere to and consistently follow all policies and procedures.
- Attend training when required; seek opportunities to pursue Continued Professional Development.
- Undertake any other duties as required.

PERSON SPECIFICATION

The post holder will be expected to possess the following qualities:

	Essential Criteria
Experience	<ul style="list-style-type: none"> Working with professionals and the public Developing and maintaining productive working relationships At least one year of working on the provision of information, advice and support Effectively and productively managing a case load of clients Meeting and exceeding targets and KPI's Delivering training to professionals and service users Working with a Customer Relationship Management System to support clients Maintaining effective, concise written records Producing high quality reports and updates Multi-tasking and managing or supporting projects <p>Also desirable</p> <ul style="list-style-type: none"> Working with Carers Working in a hospital environment
Skills	<ul style="list-style-type: none"> Good networking/community development skills with an ability to build relationships and rapport across a range of stakeholders within the voluntary, public and private sectors Ability to negotiate favourable outcomes for clients and the organisation Strong communication, presentation, interpersonal, facilitation and training skills to be able to work with groups of Carers, professionals and others Strong I.T skills and the ability to use I.C.T in the provision of information and advice, including via virtual meetings Ability to listen and calmly convey empathy, understanding and discretion Strong administrative and organisation skills with clear attention to detail Problem solving and the ability to think on the spot
Qualifications	<ul style="list-style-type: none"> Good standard of education (A Level Minimum) GCSE Grade C or above (or equivalent) in Maths and English
Special Knowledge	<ul style="list-style-type: none"> An understanding of the information and advice needs of Carers. An understanding of the challenges and satisfactions of being a Carer, and barriers to accessing support Basic knowledge of Carers Rights, the principles of Safeguarding, GDPR and Confidentiality <p>Also Desirable</p> <ul style="list-style-type: none"> Knowledge of support services and other organisations in North Lincolnshire that support Carers
Personal Qualities	<ul style="list-style-type: none"> Can work as part of a team for the effective delivery and development of services and projects Can work on own initiative, work to deadlines and take responsibility for personal and professional development Determined and ambitious Flexible and adaptable to change Committed to providing an equitable support service
Working Arrangements	<ul style="list-style-type: none"> Full driving license and access to vehicle Able to work extended hours including evenings and weekends when required