



**Job Title:** Carers Hospital Discharge Coordinator

**Accountable to:** Head of Operations

**Reporting to:** Carers Services Manager

**Location:** Green Fish Resource Centre, 46-50 Oldham Street, Manchester, M4 5LE

**Salary:** £31,597 per annum

**Hours:** 35 hours per week

**Contract:** Fixed Term – 12 months

### **About Gaddum**

At Gaddum, we treat everyone as individuals. We really get to know those we help, understanding their world to offer a range of support that's right for them. Our promise of tailored support is made possible by our breadth and depth of knowledge, through our unwavering commitment to the local people of Greater Manchester.

Our experience listening to generation after generation, for nearly 200 years, has taught us the importance of considering not just the individual but also the relationships around them. Our innovative approach means we can not only build resilience, but identify further risks, providing preventive support now and in the future. At Gaddum, we believe that by supporting individuals, we ultimately help support entire communities.

Our aim is to empower and enhance the lives of the people we exist to support.

### **About the Accelerating Reform Fund**

The Accelerating Reform Fund is a new initiative which aims to transform social care services, making them more responsive to the needs of the community. It is a national programme, with 42 regions allocated to have their own projects. Greater Manchester is one of the ARF regions.

The ARF has a particular focus on unpaid carers and aims to boost short-term breaks for carers and improve hospital discharge processes. This work is made possible by Department for Health and Social Care grants.

As an organisation, Gaddum has supported and collaborated with unpaid carers for many years, so we're excited to bring our experience to the table. This role will be based in the Manchester team working to improve hospital discharge processes.

### **Job Summary**

To develop and ensure safe discharge planning and information for patients and unpaid carers. To embed procedures to raise awareness of the needs of carers in a secondary care setting, working in partnership with the discharge, virtual and enablement teams. To empower carers to be involved in the discharge process.



### **Job Purpose**

The purpose of this role is to provide operational leadership and oversight of the Carers Hospital Discharge Pilot in Manchester. The role involves line-managing a team of three Hospital Discharge Workers across multiple hospital sites, ensuring effective collaboration with hospital staff and community services to support carers. The aim is to enhance the identification and referral of carers, ensuring timely and appropriate support to prevent carer breakdown and facilitate smoother, safer, and more efficient hospital discharges. By fostering strong relationships with health teams, discharge teams, and local services, this role bridges the gap between secondary care and community resources, contributing to improved outcomes for carers and patients alike.

### **Main Responsibilities**

- To provide day to day operational management of the Carers Hospital Discharge Pilot in Manchester.
- To provide line management to three Hospital Discharge Workers working across three hospital sites in Manchester.
- To build relationships with staff at all levels to support the early identification of carers and improve discharge processes.
- To encourage staff across all departments of the hospital to recognise and support carers, and to develop and monitor their discharge process to ensure carers and patients are involved in every stage of discharge and care planning.
- To chair regular team meetings for the service and support a quarterly Manchester Carers full team meeting.
- To regularly audit the data collected on Gaddum's CRM system, ensuring that it is being used correctly to produce performance and impact data, and ensuring that monitoring and reporting meets contractual targets and outcomes
- To produce written and verbal reports as required regarding work activities to inform planning, development and management processes.
- To maintain a general understanding of the work of the whole organisation and attend staff meetings / events.
- Work with Gaddum's PR & Communications Lead to ensure marketing of the Carers Hospital Discharge Pilot is comprehensive and constantly reviewed to ensure the effective promotion of the service.

### **Finance & HR**

- Ensure that services are operating and adhering to Gaddum Policies & Procedures and best practice operating guidelines (SOPs).
- To support induction for new staff, students, or volunteers and provide regular supervision and annual appraisal.



### Other duties and responsibilities

- To attend meetings, conferences and training relevant to the role as required and appropriate.
- To have a commitment to personal development and a willingness to undertake relevant training opportunities.
- To keep abreast of new developments in legislation affecting Carers and NHS processes.
- The post holder will be required to undertake other tasks as reasonably directed by the Senior Carers Service Manager and Senior Management Team, which will usually be commensurate with the skills and experience of the post-holder.
- To have a flexible approach to working patterns to suit the needs of the role and responsibilities as required.

The details contained in this job description, particularly the principal accountabilities, reflect the content of the job on the date the job description was prepared. It should be remembered, however, that it is inevitable that over time the nature of individual jobs will change; existing duties may be lost, and other duties may be gained without changing the general character of the duties or the level of responsibility entailed. Consequently, this job description may be revised from time to time.

All staff are expected to work within all Gaddum policies and procedures. This role is subject to Basic [DBS Check](#).



### Person Spec: Project Administrator (ARF)

Criteria	Essential	Desirable	Assessed
<b>Qualifications &amp; Training</b>	<p>English &amp; Maths GCSE at Grades C or above (or equivalent)</p> <p>Line management experience</p> <p>Experience of service provision</p> <p>Experience of undertaking risk assessments.</p> <p>Experience of training delivery</p> <p>Evidence of continuous professional development</p>	<p>Educated to degree level, equivalent professional qualification or relevant experience</p> <p>Experience of working with children or young people</p> <p>Health / social care practitioner qualification</p> <p>Qualifications or experience of training delivery</p>	<b>Application/ Interview/ Test</b>
<b>Knowledge &amp; Experience</b>	<p>Knowledge of Information Governance</p> <p>Demonstrable experience of managing records according to best practice standards</p> <p>Experience of administration either in a paid or voluntary capacity</p> <p>Knowledge and understanding of safeguarding process &amp; procedures</p> <p>Demonstrable commitments to high professional and quality standards</p> <p>Experience of accountability for service provision</p> <p>Experience of performance management</p> <p>Experience of ensuring contract compliance</p> <p>Experience of monitoring and data submission</p> <p>Ability to work effectively as a leader, team member and as part of a wider team</p>	<p>Experience of working or volunteering in a VCSE organisation</p> <p>Experience of supervising in a health and social care service</p> <p>Knowledge / experience of working in health &amp; social care sector</p> <p>Knowledge / experience of working in the voluntary and community sector in particular within the Salford area</p> <p>Knowledge and experience of financial oversight</p> <p>Knowledge of equality and diversity</p> <p>Experience of managing a range of programmes of work or at a middle management or senior management level</p>	<b>Application/ Interview/ Test</b>



	<p>A clear understanding of the issues affecting carers and their support needs</p> <p>Experience of report writing and clear record-keeping</p> <p>Understanding of the voluntary and community sector</p>		
<b>Skills &amp; Abilities</b>	<p>Proficient in the use of programmes such as Microsoft 365 and client data systems</p> <p>Highly self-organised; ability to work with competing priorities and constraints</p> <p>Excellent attention to detail</p> <p>Good interpersonal and communication skills; being able to communicate clearly and consistently with stakeholders</p> <p>Ability to lead, manage and motivate a diverse team to achieve positive results</p> <p>Ability to work independently and as part of a team</p> <p>Experience of measuring and reporting outcomes</p> <p>Ability to network and build rapport and good working relationships with stakeholders at all levels</p> <p>Ability to manage deliverables and work under pressure towards meeting deadlines</p> <p>Demonstrate a solution focused attitude</p>	<p>Personal resilience and the capacity to stay calm under pressure</p> <p>Ability to work independently and problem solve</p> <p>Knowledge of Greater Manchester organisations and services</p> <p>Knowledge of relevant legislation, policy and guidance relating to Gaddum Centre services</p> <p>Knowledge of practice issues for relevant professional groups</p> <p>Knowledge and experience of information management systems</p>	<b>Application/ Interview/ Test</b>
<b>Values and Personal</b>	<p>Commitment to Gaddum values</p> <p>Commitment to equality, diversity and inclusion</p> <p>Flexible and positive working ethic, displaying integrity and honesty</p>	<p>Knowledge of Gaddum</p> <p>Knowledge of Gaddum's services and values</p> <p>Understanding of support, advice &amp; guidance</p>	<b>Application/ Interview</b>



<b>Other requirements</b>	Flexible approach to working hours to support the needs of the charity  Flexible in office working days to suit the needs of the charity	Ability, with advance notice, to work weekends if required by the organisation	<b>Application /Interview</b>
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