



Job Title: Carers Hospital Discharge Worker

Accountable to: Carers Services Manager

Reporting to: Carers Hospital Discharge Coordinator

Location: Based predominantly within one hospital site in Manchester. Please state your preferred hospital on the application form if you do have a preference.

Salary: £24,412 per annum

Hours: 35 hours per week

Contract: Fixed Term – 12 months

Roles Available: 3

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 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 for Carers and will be based in one of the three hospital sites in Manchester (North Manchester General, Manchester Royal Infirmary, Wythenshawe Hospital)

Job Summary

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



Job Purpose

The purpose of this role is to support the early identification and referral of carers, ensuring they receive timely and appropriate support to meet their needs. The role focuses on enabling faster, safer, and smoother hospital discharges by addressing carer-related issues and providing clear referral pathways for hospital staff, acting as a critical link between secondary care and community services. By fostering collaboration with hospital staff and local services, this role contributes to the prevention of carer breakdown, reducing the risk of hospital readmissions and ensuring a seamless transition from hospital to home.

Main Duties and Responsibilities

- To build relationships and encourage staff across all departments of the hospital to recognise and support carers, develop and monitor their discharge process to ensure carers and patients are involved in every stage of discharge and care planning.
- To work collaboratively with staff to ensure that there is a consistent approach to identifying carers and enabling carers to access information, assessment and service provision at an appropriate level.
- To work with a caseload of carers supporting them through the discharge process.
- To complete Carer's Assessments with carers where appropriate.
- To ensure carers' feedback on service gaps is passed onto relevant management staff.
- To contribute to the collation of information needed to assist the development of appropriate services and information for carers and patients through discharge.
- To carry out carer registrations and refer to all relevant support services both at Manchester Carers and in the community.
- To raise awareness of carers' needs among hospital staff via information and training sessions.
- To train and advise carers how to be involved with the discharge process.
- To work collaboratively as a member of the Manchester Carers support team exchanging professional knowledge, experience, mutual support and service development.
- To support the production of monitoring reports and provide other centre information requirements.

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 Carers Service Manager and Senior Management Team, which will usually be commensurate with the skills and experience of the post-holder.

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
Qualifications & Training	<p>English & Maths GCSE at Grades C or above (or equivalent)</p> <p>Hold a relevant professional qualification or equivalent relevant experience</p> <p>Evidence of continuous professional development</p> <p>Experience of providing support to vulnerable individuals</p> <p>Understanding of the needs of carers and of the issues around access / barriers to services faced by some members of the community</p>	<p>Educated to degree level or equivalent</p> <p>Experience of delivering training to community members or professionals</p> <p>Experience of delivery of statutory Carers Assessments</p> <p>Experience of working with adults, young people and children</p> <p>Experience of undertaking risk assessments.</p> <p>Experience of advocating on behalf of service users.</p>	Application/ Interview/ Test
Knowledge & Experience	<p>Knowledge of Information Governance</p> <p>Demonstrable experience of managing records according to best practice standards</p> <p>Excellent understanding of Safeguarding process and procedures.</p> <p>Understanding and awareness of the needs of carers</p> <p>Knowledge and experience of statutory services</p> <p>Understanding of the structure of community care, health and voluntary sector</p> <p>An understanding of Equality and Diversity duties in the workplace</p> <p>Ability to demonstrable commitment to, ensuring equal opportunity</p>	<p>Experience of working or volunteering in a VCSE organisation</p> <p>Understanding of issues and challenges affecting carers in Greater Manchester</p> <p>One year's experience of directly working with or supporting carers</p> <p>Experience of inputting data onto a database</p> <p>A good knowledge of agencies, organisations and professionals with a Greater Manchester remit.</p> <p>An understanding of contracts, monitoring and reporting.</p>	Application/ Interview/ Test



<p>Skills & Abilities</p>	<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>Excellent verbal and written communication and negotiation skills.</p> <p>Ability to work in multi-disciplinary settings and working in partnership with other professionals, agencies/organisations and a range of stakeholders.</p> <p>Extremely well organised, able to prioritise and plan own work; take responsibility in decision making, and work to tight deadlines.</p>	<p>Personal resilience and the capacity to stay calm under pressure</p> <p>Ability to work independently and problem solve</p> <p>Able to create and deliver presentations to professionals</p>	<p>Application/ Interview/ Test</p>
<p>Values and Personal</p>	<p>Commitment to Gaddum values</p> <p>Commitment to equity, diversity and inclusion</p> <p>Flexible and positive working ethic, displaying integrity and honesty</p>	<p>Knowledge of Gaddum</p> <p>Knowledge of the services Gaddum delivers</p>	<p>Application/ Interview</p>
<p>Other requirements</p>	<p>Flexible approach to working hours to support the needs of the charity</p> <p>Flexible in office working days to suit the needs of the charity</p>	<p>Ability, with advance notice, to work weekends if required by the organisation</p>	<p>Application /Interview</p>