

ENFIELD CARERS CENTRE

Carers GP & Hospital Healthcare Worker

Job Description & Person Specification

Job title:	GP & Hospital Carers Support Worker
Reporting to:	Carers Healthcare Manager
Responsible for:	Project Volunteers
Work base:	Enfield Carers Centre, Britannia House, 143 Baker Street Enfield, Middlesex, EN1 3JL (the post will require frequent working away from the office to provide information/advice sessions in GP surgeries in Enfield and/or Hospital sites linked with residents in Enfield).
Requirements:	Must have regular access to/own a car Must possess a full driving licence.
Hours of work:	5 days, 35 hours per week worked flexibly (consideration will be given for job share/part-time working arrangements)

JOB SUMMARY:

- To promote and refer people to the 'Home from Hospital' Service
- To provide information, signposting and advice sessions in GP surgeries, primary care centres, pharmacies and hospitals on both the HFH service and ECC
- To facilitate early identification of carers and potential clients for the HFH Service
- To ensure carers are identified and registered at the Carers Centre, at their GP practice and at local hospitals.
- Assist in developing and coordinating a team of volunteers to support the project.
- To participate and support the general hospital Advice & Information Hubs

KEY TASKS

1. Carers and Client Support

- 1.1 To provide information and advice sessions in GP practices/primary care centres, pharmacies, and hospital settings for registered and new carers in accordance with Enfield Carers Centre's (ECC) processes and guidance.
- 1.2 To carry out carer registrations and client referrals, initial assessment of needs and management of simple cases by providing information or signposting to other services, or where caring needs are more complex, referral to the ECC Wellbeing Team / support worker and the HFH assessment team.
- 1.3 To work with the Carers Healthcare Manager to recruit, train and supervise volunteers, in accordance with existing ECC procedures.
- 1.4 To raise awareness of carers' needs among GP & Hospital staff via information and training sessions.

2. Supporting Development Work

- 2.1 To build relationships with staff at all levels in surgeries, pharmacies, primary care centres and hospitals, focusing on NMUH.
- 2.2 To encourage surgeries, pharmacies, health care centres and hospitals to recognise and support carers, develop and monitor their carers' registers and carry out an annual audit of carers on the registers.
- 2.3 To encourage surgeries, pharmacies and hospitals to provide information for carers and maintain a carers information board and to refer patients to support services where appropriate.
- 2.5 To work collaboratively with other staff to ensure that there is a consistent approach to identifying carers and patients who need support by enabling them to access information, assessment and service provision at an appropriate level.
- 2.6 To ensure carers and clients feedback on service gaps is passed onto relevant management staff.
- 2.7 To contribute to the collation of information needed to assist the development of appropriate services and information for carers.
- 2.8 To promote and develop our Safer Discharge Project

3. Relationships

- 3.1 To work collaboratively as a member of the ECC team exchanging professional knowledge, experience, mutual support and service development.
- 3.2 To work collaboratively with other staff to ensure carers and clients participation in statutory service development.
- 3.3 To produce monitoring reports and provide other centre information requirements. This will include the compilation of weekly, monthly and annual statistical reports.

4. Others

- 4.1 To contribute to promotion of Alpha Care and Enfield Carers Centre's activities and campaigns.
- 4.2 To attend meetings, conferences and training relevant to the role as required and appropriate.
- 4.3 To have a commitment to your own development and a willingness to undertake relevant training opportunities.
- 4.4 To keep abreast of new developments in legislation affecting carers and Secondary Post Discharge Hosp

Special Conditions:

A driving licence and regular access to a vehicle, insured for business use, is required for this post.

A flexible attitude to working hours including occasional evening work is required.

Due to the nature of our work with vulnerable individuals an enhanced criminal records check (disclosure) is required for this post.

All staff are expected to carry out their duties and responsibilities with due regard to the policies and procedures of Enfield Carers Centre.



Enfield Carers Centre
Empowering Carers

GP AND HOSPITAL CARERS SUPPORT WORKER

Person specification

Qualifications/education and training	Essential/ Desirable
Minimum of 3 GCSEs (grade C or above) or equivalent including English essential	E
Community language	D
Knowledge skills and experience	
Minimum of 1 years' experience of working in a health/social care/voluntary setting and liaising with staff at all levels of an organisation	E
Ability to organise and prioritise workload and manage time effectively	E
Detailed knowledge and understanding of local services and organisations (statutory and voluntary) and referral processes, relevant to carers circumstances	D
Knowledge and understanding of primary & secondary health care operations and framework	D
Effective record keeping skills	E
An understanding and commitment to equal opportunities and the importance of confidentiality	E
Experience of working with carers, caring, working with vulnerable people	D
An understanding of general carers' issues	E
Experience of working in a team	E
Full driving license and have full access to a car	E
Computer literate and able to use basic Microsoft office including e-mail, Internet and database	E
Good written and verbal communication skills	E
Personal qualities/attributes	
Self-confident	E
A flexible/adaptable approach to working practices, including frequent working at locations in Enfield away from the centre	E
Ability to communicate effectively and clearly both verbally and in writing	E
Ability to work on weekday evenings on occasion as required to meet the needs of the service	E
Ability to empathise with Carers' needs	E
Good self-management skills, with ability to work on own initiative	E
Ability to deliver training/presentations to groups/individuals	E
Ability to work autonomously off site and be confident to make decisions	E