

ENFIELD CARERS CENTRE

Hospital Discharge Liaison Worker

Job Description

Job title:	Hospital Discharge Liaison Worker
Reporting to:	Healthcare Manager / Operations Director
Responsible for:	Project Volunteers
Work base:	Enfield Carers Centre, 143 Baker Street Enfield, EN1 3JL (the post will require frequent working away from the office to provide information/advice sessions at North Middlesex University Hospital (NMUH)
Hours of work:	21 hours per week ,worked flexibly.

Aims and Objectives of Role: 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 SUMMARY:

- Introduce the London Hospitals Community Discharge Toolkit into Enfield's main acute hospital.
- Improve the early identification and referral of Carers to enable the provision of the right support when needed.
- Improving faster, safer, smoother hospital discharges
- Reducing presentation at Hospital/GP Practice for minor issues or those that can be better maintained or cared for
- Equipping Carers with basic nursing skills which help them keep their cared for person safe, well and out of hospital.
- Support for Hospital staff with Carer issues
- Supporting the prevention of Carer breakdown which avoids hospital admission.
- Providing a link between secondary care, e.g. discharge teams to Enfield Carers Centre and other services in the local community
- Providing a clear referral pathway for hospital staff to Carers Discharge Liaison Officer
- Signposting and providing information about the 'Home from hospital' and other relevant services.

KEY TASKS

1. Carers Support

- 1.1 To develop and deliver a Carers Skills and Information Programme at the hospital, community venues and at ECC.
- 1.2 To carry out Carer registrations and refer to all relevant support services both at ECC and in the community.

- 1.3 To work with the relevant hospital teams and wards to embed a Carer friendly discharge process across the hospital, using the 'Carers Hospital Discharge Toolkit'.
- 1.4 To raise awareness of Carers' needs among hospital staff via information and training sessions.
- 1.5 To train and advise Carers how to be involved with the discharge process.
- 1.6 To enrol Carers on ECC's Carers Nursing Skills Training sessions to help prevent re admission and promote good care practice.

2. Supporting Development Work

- 2.1 To build relationships with staff at all levels across community health teams and all departments of NMUH
- 2.2 To 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.
- 2.3 To work collaboratively with other 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.
- 2.4 To ensure Carers' feedback on service gaps is passed onto relevant management staff.
- 2.5 To contribute to the collation of information needed to assist the development of appropriate services and information for Carers and patients through discharge.
- 2.6 To work with a small caseload of Carers supporting them through the discharge process.

3. Relationships

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

4. Others

- 4.1 To contribute to promotion of the project 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 personal development and a willingness to undertake relevant training opportunities.
- 4.4 To keep abreast of new developments in legislation affecting Carers and NHS processes.

Special Conditions:

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



Due to the nature of our work with vulnerable individuals an enhanced Disclosure and Barring Service check 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 the project and Enfield Carers Centre.

HOSPITAL DISCHARGE PROJECT MANAGER

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 3 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
Some 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 or working with vulnerable people	D
An understanding of general Carers' issues	E
Experience of working in a team	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

The Organisation is committed to safeguarding and promoting the welfare of vulnerable adults and children and expects staff and volunteers to share this commitment.