

CARERS SUPPORT CENTRE (CSC)

JOB DESCRIPTION

Job title:	Hospital Carer Liaison Worker
Responsible to:	Health Team Manager
Hours of work:	30 hours per week
Salary:	£24,786 Per annum pro-rata.
Place of work:	Working across the University Hospitals Bristol & Weston Foundation NHS Trust, and North Bristol NHS Trust.

Aims of the Post.

To:

- Provide Information, advice and guidance to Carers.
- Ensure that the carer's voice is heard and that they are seen as expert partners in the whole care process, including decision-making.
- Working in Partnership with health professionals to establish good working relationships and to ensure that carers are involved in discharge planning, and that their needs are taken into account.

Key Tasks

To:

1. Triage online referrals (on a rota basis) and assign appropriately ensuring that carers record is created / updated on Charity Log (our case management system).

2. Support the carer through the hospital journey/process, thereby reducing anxiety for the carer around hospital admission and discharge for the cared-for person.
3. Facilitate support for carers post discharge, working with other professionals as necessary and signposting carers to additional support outside the hospital, such as the Carers' Support Centre and other providers.
4. Liaise with appropriate hospital staff to ensure that the timing of appointments, admissions and discharge are better coordinated and that the carers and patients' needs are taken into account.

When carers need treatment, themselves ensure that their carer status and its implications are taken in account.

5. Raise and review carer awareness training for all trust staff, especially Nursing staff, discharge and multi-disciplinary teams, through training and other activities.
6. Support the Health Team Manager with development work at a more strategic level, this could include.
 - a) Developing ways for carers voices to be heard at a strategic level.
 - b) Informing the development of carer friendly policies and procedures for hospital staff.
 - c) Development of new referral pathways within the hospital site.
7. Maintain appropriate records of all work undertaken, monitor and evaluate all aspects of work carried out, and produce reports as required.

PERSON SPECIFICATION

(All essential unless otherwise stated)

Experience/Knowledge

- Recent and relevant experience of information and advice work, including providing support and advocacy to individuals.
- Recent and relevant experience of working with individuals needing emotional and practical support.
- A good understanding of the needs and issues for carers.
- A knowledge of local service provision and current legislation as it affects carers.
- Experience of working in or with a health or social care environment.
- Experience of working in Acute Care (desirable).
- Experience of networking and engaging with a range of different professionals and at different levels of the organisation.
- Experience of working in partnership with other organisations.
- Experience of carrying out talks and presentations (desirable).

Skills

- Computer literacy and ability to self-serve in administrative tasks
- Excellent listening, written and verbal communication skills.

Attributes

- Resilience and good coping strategies for working on a 1:1 basis with people needing emotional support.
- Ability to work on own initiative, manage time effectively, prioritise own workload and work to tight deadlines.
- Ability to work as part of a team.
- Dynamic, creative, responsive, and open to exploring different ways of working.
- Ability to establish good working relationships with staff, volunteers, carers, external agencies and organisations.

Other

- Ability to effectively fulfil the travel requirements of the post.
- A commitment to, and an ability to work in accordance with Diversity and Equal opportunities Policies.