

Job Description

Hospital Carers' Lead (21hr p/w)



Carers
Hub
Lambeth



About the role

Main purpose of the role

- Work collaboratively with fellow members of the Carers & Hospital Discharge Partnership to develop and deliver **a new service offer for Lambeth based carers**, to increase identification of carers within local hospitals, and improve carer support during their cared for hospital stay, and following their discharge from hospital.
- **Support unpaid carers** while the person they care for is in hospital, via signposting to relevant support and information about their rights.
- Offer **tailored short term 1 to 1 support**, working with carers to develop and implement action plans to help improve experiences during the hospital stay, prepare for discharge and to address carers' own needs.
- Work collaboratively with partners within the hospital, **to raise awareness of carers and increase identification.**
- Maximise support for carers through **effective partnership working** and **improved referral pathways** to other voluntary and statutory services
- **Work with the wider Carers' Hub team** to support our organisational objectives and help out with events, communications and other ad hoc work.

One to one support, signposting and Information

- Respond to referrals from across the hospital and external sources, carrying out an initial assessment with carers who are looking after someone who is/ soon to be an inpatient in the hospital you are based in
- Carry out 1:1 casework with carers, collaboratively identifying goals and putting in place appropriate plans to address needs and help prepare for discharge
- Support carers and their families to access a range of support services, including Age UK Lambeth's Hospital to Home service and the wider Carers' hub Lambeth offer.
- Build up knowledge of useful contacts, referral pathways, essential information and resources to support carers
- Provide 1:1 emotional support within the remit of role maintaining appropriate boundaries
- Respond to safeguarding concerns following the Carers' Hub safeguarding policy and procedure

Recording, Monitoring and Reporting

- Accurately record all 1:1 contacts and casework using Charity Log and other paper/digital systems
- Complete assessments and develop action plans with carers accessing the service using agreed measurement tools
- Ensure all activities are monitored and evaluated to demonstrate the impact of the support provided
- Working closely with your line manager and fellow Carers Support Officer, to record your learning, what is working/not working, identify common themes and recurring issues to shape the development of the service
- Produce quarterly reports, statistics, case studies and other reports as required by commissioners and Carers' Hub

- Identify and troubleshoot issues with service delivery and highlight risks to your line manager to ensure the programme remains on track to achieve targets

Partnership working & awareness raising

- Co-develop and deliver presentations to raise awareness of carers and the support on offer via the Carers Hospital Discharge Project
- Establish close working relationships across the hospital setting, health and social care, and voluntary sector organisations to promote joint working and improve outcomes for carers
- Establish new referral pathways into the project, by identifying opportunities to connect with professionals coming into contact with carers within the hospital.
- Increase referral numbers into the project by attending appropriate meetings and events, across the hospital and in the community, to increase the profile of the service, the wider organisation and the issues affecting carers
- Identify, build and maintain strong relationships with partner organisations and hospital colleagues
- Represent the project and Carers' Hub externally at relevant meetings and even
- Work effectively with Connect Lambeth colleagues

Working within the Carers Hub Team

- Support the wider service by being a first point of contact for telephone and email enquiries.
- Work with the Carers Hub team to plan, deliver and evaluate activities, newsletters and other ad hoc events
- Work flexibly within the team supporting colleagues and sharing skills and knowledge as required to provide an effective and reliable service to all carers
- Work collaboratively with the rest of the team on joint activities for carers in Lambeth.

Other

- To be self-supporting administratively
- To attend and contribute to team and supervision meetings
- To be aware of own training needs
- To be willing to travel around the borough to carry out home visits
- To be available for occasional weekend and evening events
- To undertake any other appropriate duties commensurate with this post
- To act at all times in accordance with all Carers Hub policies and procedures

Person Specification

(if you think you could do the role but do not meet all of the specification, we would still like to hear from you)

Knowledge and Experience	
<ul style="list-style-type: none"> Knowledge of advice, information, support services for carers across Lambeth 	Desirable
<ul style="list-style-type: none"> Solid knowledge and understanding, either personal or professional, of the issues affecting unpaid carers 	Desirable
<ul style="list-style-type: none"> Experience assessing the needs of service users or carers with the ability to provide casework and emotional support within the scope of the role 	Desirable
<ul style="list-style-type: none"> Experience working in a small voluntary sector organisation 	Desirable
<ul style="list-style-type: none"> Working in a fast-paced front line role 	Desirable
<ul style="list-style-type: none"> Working or volunteering in a health and/or social care setting 	Essential
<ul style="list-style-type: none"> Delivering information, advice and support to service users and/or carers enabling them to make informed choices and understand their rights and entitlements 	Desirable
<ul style="list-style-type: none"> Experience collecting and collating data to write reports 	Desirable
Attitude and Values	
<ul style="list-style-type: none"> Confidence and presence to raise awareness of issues affecting Carers 	Essential
<ul style="list-style-type: none"> Drive and energy to achieve service targets 	Essential
<ul style="list-style-type: none"> Able to relate positively to people of different cultures, backgrounds and experiences and believe in the equal value of people, regardless of race, religion, culture, gender, age, disability or sexuality 	Essential
<ul style="list-style-type: none"> Self motivated and able to work independently and as part of a team 	Essential
<ul style="list-style-type: none"> Demonstrates kindness and integrity in working relationships 	Essential
Partnership working and communication skills	
<ul style="list-style-type: none"> Communicate effectively and credibly with a wide range of people at all levels 	Essential
<ul style="list-style-type: none"> Confidence to network with local partners to establish new relationships 	Essential
<ul style="list-style-type: none"> Ability to present the service to audiences at meetings, forums and events 	Essential

<ul style="list-style-type: none"> • Able to work in partnership with other organisations for the joint delivery of services. 	Desirable
Other	
<ul style="list-style-type: none"> • Ability to identify risks to project delivery and work with the management team to overcome them 	Essential
<ul style="list-style-type: none"> • Ability to work flexibly, work under own initiative and prioritise workload 	Essential
<ul style="list-style-type: none"> • Proven track record of delivering work to targets and deadlines in a fast paced office environment 	Essential
<ul style="list-style-type: none"> • Strong team ethic and the willingness to support colleagues and the wider Carers' Hub work 	Essential
<ul style="list-style-type: none"> • Strong written and oral communication skills 	Essential
<ul style="list-style-type: none"> • Strong and confident IT skills 	Essential
<ul style="list-style-type: none"> • Ability to write clear and succinct reports, website content, updates as necessary 	Desirable

We are an Equal Opportunities Employer

We are particularly keen to ensure that our staff reflect the diverse nature of the communities in which we work. Applications from carers, disabled people, the LGBTQ+ communities, people from ethnic minority backgrounds, South London residents and people who share lived experience with our service users are very warmly welcomed. We will generally offer an interview to any applicant that declares they have a disability and meets the minimum criteria for the job as defined by person specification.



How to apply

Stage 1

Please complete an application form and return by **9am Wednesday 17th April**. Please note, we're actively interviewing for this role, so may close applications early.

Email: Send your application to recruitment@carershub.org.uk

Stage 2

Shortlisted applications will be invited to attend an interview. Interviews will take place at **336 Brixton Road**.

Stage 3

Job offer will be subject to satisfactory references and a DBS check

For more information before applying

If you would like to have an informal chat to find out more about the organisation and the role before making an application please contact our CEO at alice@carershub.org.uk.



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And a registered company, limited by guarantee: 11403363