Job Description and Person Specification

Job Title:	Hospital Carers Wellbeing Coordinator
Area:	Havering
Employed by:	Imago
Responsible to:	Team Leader
Working Hours:	Full or part time, Monday to Friday. Flexibility required as occasional evening or weekends needed. Based within a hospital setting

Background: Imago is a social action charity delivering an innovative range of services to individuals, voluntary and community organisations, and private- and public-sector agencies in Kent, East Sussex, Medway, and London. Underpinning our work is a commitment to excellence, to demonstrating impact, and to safeguarding vulnerable people. We work with individuals, families, and communities to create change together.

Purpose of Role: To provide person-centred support to carers who are hospital in-patients and for carers of hospital in-patients, promoting a preventative approach to improve carer health and wellbeing. Identify and support carers throughout the hospital journey by providing information, emotional support, and hospital navigation, improving outcomes for both carers and the people they support.

Responsibilities and duties

- Work closely with hospital and community teams regarding patients who are carers to encourage early consideration of discharge planning, promote the service and develop relationships to facilitate communication; support carers of in-patients to navigate safe and timely discharge for their cared for; actively promote local carer support services within the hospital
- Assess carer needs and signpost/ refer them to appropriate health, social care and community services, promoting a preventative approach that improves carer wellbeing and helps sustain their caring role
- Meet with carers face-to-face and on wards to evaluate ongoing medical, social, psychological, and practical needs, support systems, and financial

resources; and the carer's ability to understand their personal health and wellbeing goals and preferences

- Ensure communication with carers and their families is culturally sensitive, accessible and inclusive, providing language and additional support where required
- Work collaboratively with multidisciplinary teams to advocate for earlier identification, stronger referral pathways and better health; increase staff awareness to ensure carers are recognised as partners in care, helping shift services from crisis response towards prevention
- Build and maintain good working relationships with hospital staff to promote best practice around the identification, support and recording of carers (in line with the Carers Hospital Discharge Toolkit); deliver Carer Awareness training/sessions for hospital staff as appropriate
- Help to give carers a 'voice' within the Hospital and support them to be engaged in care/discharge planning wherever appropriate
- Ensure carers have clear, concise, and timely information regarding their discharge plan or that of the person they care for, including which services are available post-discharge; provide information, advice and guidance and complete referrals to services and professionals; ensure care packages are in place; support the identification and resolution of barriers to timely discharge and report these on the carer's conversation
- Respond appropriately to safeguarding concerns, ensuring that the hospital and Imago's reporting protocols are followed, and the level of risk is identified and mitigated against
- Ensure the carer is seen upon discharge and that a plan is in place for them or the cared for to return home, including medication from the hospital pharmacy, someone at home to greet them, food, heating, and a safe environment. Liaise with ASC and other home providers to coordinate home support, emergency respite, or sitting service
- Follow up with carers via an appropriate method and seek to mobilise appropriate/ additional support that will help prevent/ avoid readmission
- Maintain detailed records using outcome tools and recording on relevant databases, including hospital and Imago's systems
- Attend Multi-Disciplinary Team meetings (as appropriate), quarterly project partnership board meetings with all members involved in the project, and any other meetings/ events as appropriate

- Proactively escalate any issues and or ideas about how services can be improved to Hospital leads and the Project Manager
- Have a commitment to equal opportunities, ensuring services are accessible to all communities; adhere to Imago policies and procedures

Essential skills and experience

- Relevant personal or professional experience of working with vulnerable adults in a hospital, GP or other healthcare setting
- Ability to work independently and as part of a team; to meet objectives, achieve targets and work to tight deadlines while managing a caseload
- Excellent communication skills, at all levels, and report writing; able to motivate and empower others
- Practical understanding of physical, emotional and attitudinal barriers facing carers, and awareness of cultural differences and accessibility of support
- Confident working within professional boundaries; ability to stay calm in challenging and emotional situations and respond appropriately
- Good level of education; proficient in using Word/ Excel and experience in using a database
- Valid UK driving licence and access to own vehicle

Desirable experience

- Have a comprehensive understanding of the current and emerging legislation surrounding carers, their entitlements and the Statutory Carers Assessment process
- NVQ level 3 in Health and Social Care of Information and Guidance
- Knowledge of policy and legislation relating to carers

To apply, please send your CV with a covering letter to:
jobs@imago.community

Post is subject to references and a satisfactory enhanced Disclosure and Barring Service check