# CARERS SUPPORT CENTRE (CSC)

# JOB DESCRIPTION

Job title: Hospital Carer Liaison Worker

**Responsible to:** Hospital Carer Liaison Manager

**Hours of work:** 30 hours per week

**Salary:** £22,894 - £25,392

**Place of work:** Southmead Hospital – occasional working at UH Bristol NHS Foundation Trust.

**Aims of the post**

**To:**

* work with health professionals to ensure that carers are involved in discharge planning and that their needs are taken into account
* Ensure that the carer’s voice is heard and that they are seen as expert partners in the whole care process, including decision-making.

**Key Tasks**

**To:**

1. Take referrals from hospital staff to support the carer through the hospital journey/process, thereby reducing anxiety for the carer around hospital admission and discharge for the cared-for person.
2. 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.
3. 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.

1. Ensure that carers’ responsibilities are taken into account when their operations / procedures need to be cancelled, including the need for alternative care arrangements to be made.
2. Raise carer awareness in hospital settings, particularly with nursing staff, discharge and social work teams, through training and other activities.
3. Support the development of and run carers surgeries within the hospitals.
4. Support the Hospital Carer Liaison Manager with development work at a more strategic level, this could include;
   1. Developing ways for carers voices to be heard at a strategic level
   2. Informing the development of carer friendly policies and procedures for hospital staff
   3. Development of new referral pathways within the hospital site.
5. Maintain appropriate records of all work undertaken, monitor and evaluate all aspects of work carried out, and produce reports as required.

# PERSON SPECIFICATION

**Essential Criteria**

* Knowledge and understanding of carers needs and issues
* Understanding of issues currently affecting the health and social care sector.
* Experience of providing support and advocacy to individuals
* Experience of working within a hospital setting
* Experience of working and achieving change in a multi-agency environment
* Experience of networking and engaging with a range of different professionals and at different levels of the organisation
* IT literate – a good working knowledge of Microsoft Office suite of programs and ability to self-serve in administrative tasks
* Demonstrable ability to managing own workload, using initiative and using IT creatively finding ways to monitor and report on the full range of the work
* Excellent written and verbal communication skills
* Excellent listening skills

**Other**

# A commitment to, and an ability to work in accordance with Diversity and Equal Opportunities Policies

* Ability to effectively fulfil the travel requirements of the post

**Desirable**

* Experience of developing and delivering training / presentations
* Experience of patient participation and involvement in health care