

CARERS SUPPORT CENTRE (CSC)

JOB DESCRIPTION

Job title:	Hospital Carer Liaison Worker
Responsible to:	Health Team Manager
Hours of work:	22.5 hours per week, over 3 consecutive days. Fixed term until 30th June 2022.
Salary:	£23,824 pro rata.
Place of work:	Working across the North Bristol NHS Trust (Southmead Hospital) and the University Hospitals Bristol & Weston NHS Foundation Trust (Bristol Royal Infirmary).

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.

4. 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.
5. 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.