

The Carers' Support Service

Working with Carers in Northern Lincolnshire

Carers' Support Service - North Lincolnshire



Job Title	Hospital Liaison Worker
Post Type	Permanent
Number of Posts	1
Salary	£13.55 per hour (£26,071 pro rata per annum)
Hours of Work	22.5 hours per week Mondays to Fridays - 1 full day and 4 half days.
Accountability	This post will be line-managed by the Service Manager.
Location	Your base is the Carers' Support Service, 11 Redcombe Lane, Brigg, DN20 8AU. Your usual place of work will be Scunthorpe General Hospital. Half day at the Carers' Support Service on Wednesday mornings. Half day Monday to Friday between Scunthorpe General Hospital, Great Oaks and Lindsey Lodge Hospice. The majority of your time will be spent at the hospital. Flexibility is required in order to meet the needs of the organisation including providing cover for sick leave and annual leave. Travel out of area will be required on occasion. Occasional outreach within communities and health places around North Lincolnshire is an essential part of this role.
About the Role	You will support Carers when the person they care for is in hospital, or the Carer is in hospital. You will identify Carers, play a central role in ensuring Carers have an appropriate network of support around them, and support the discharge planning process with the aim of increasing the chance of a successful discharge from hospital. You will provide a comprehensive Information, Advice and Support service to Carers of adults and children in North Lincolnshire. You will understand that the provision of the right information and support at the right time can make all the difference to a Carers ability to manage their caring role and their own health and wellbeing. The role requires a responsive, compassionate and assertive individual with a practical and solution focused approach to providing information and supporting people. You will be organised and able to prioritise your workload, and be able to think on your feet and draw on knowledge and experience to identify and support a Carer needs. You will use your own initiative and work independently.

	You will support Carers so that they are able to carry on their caring role safely and with confidence, and to achieve the best outcomes for them and their cared for person. The role will contribute to the organisation's strategy.
Main Duties and Responsibilities	The Hospital Liaison Worker will provide information and support to ensure that Carers are involved in the care of the person they look after and are able to manage and maintain their own health and wellbeing. You will ensure Carers are aware of support for them within the hospital and how to access it. You will have a small, rapidly changing, short-term caseload of individual Carers. You will work closely with Carers as they navigate and adapt to the changes and challenges created by a stay in hospital and discharge home, this may include providing advocacy to resolve disputes or concerns. You will help ensure Carers have a good experience of the hospital, either directly by accessing your support, or because of the information, advice, support, guidance and training you provide to hospital teams. You will have a positive impact on the discharge process and the number of patient re-admissions. You will provide one off follow up support following discharge and make further referrals to appropriate support for both the patient and Carer. Within the hospitals and hospice settings, you will liaise with staff teams, clinicians and volunteers to ensure that Carers are identified quickly and signposted or referred for support. You will work with PALS and other key departments to collect statistics and feedback to prove the positive impact of your work. You will work with key roles within the hospitals and hospice settings to ensure identifying, recognising and supporting Carers is embedded from the top down. You will provide regular 'Carer Awareness' sessions for staff teams, and recruit Carer Champions in all areas. You will ensure all areas of the hospital have accurate and up-to-date information, and encourage the development and implementation of Carer friendly practices and policies and the involvement of Carers in their creation. You will promote initiatives for Carers across all wards and departments, including the Carers Lanyard and Carers Guide for Carers. You will ensure hospital staff and volunteers understand what the Carers Lanyard is, when it is appropriate to issue one and how to issue one. You will be a confident communicator who can engage with both Carers and professionals. You may need to liaise between hospital staff and Carers to resolve disputes and deal with concerns. You will be an ambassador for the Carers Support Service within the hospital and will represent the Charity at strategic meetings. You will cover the Carers Together Group at the Hospice.

	You will work in a person centred way and empower others to access the support they need and make choices appropriate for themselves. You will support Carers to identify their strengths and resources from within their families, networks and communities. You will receive referrals from your colleagues and health staff. Where specialist support is required, you will refer Carers onto a Specialist Worker. Where Carers meet the FCT criteria you will make a direct referral. You will record outcomes for Carers to show the difference you have made.
General Duties	● Create and update accurate records. ● Pro-actively complete actions working to service level agreements and Key Performance Indicators. ● Act on behalf of Carers where necessary by making telephone calls and referrals in order for them to access the appropriate services and support. ● Provide information to support Carers to navigate social care systems and access community resources in the right way at the right time. ● Work with colleagues to promote support services and signpost appropriately both internally and externally ● Book appointments as needed for internal services ● Work productively with organisations across Health, Social Care and Education. ● Work with the team to develop wrap around support for Carers. ● Actively find out and share information about services and support available to Carers. ● Share information with Carers and colleagues and keep information up to date. ● Support the team to ensure the effective support of Carers. ● Provide contingency support for outreach and Carer Awareness Training. ● Contribute to Carers Week, Carers Rights Day and Dementia Action Week. ● Undertake any other duties as required ● Provide culturally appropriate support. Proactively work to minimise the obstacles for Carers who find services difficult to access.
While in post you will:	● Show willingness to help others to provide the best service to our carers ● Put carers first at all times ● Go the extra mile for our carers and workforce ● Be proactive and enthusiastic to improve the service we provide ● Have a 'can do' attitude ● Take pride in providing a quality and timely service ● Develop yourself continually to be an expert in the service you deliver ● Work to Key Performance Indicators
Employee Benefits	● Minimum 26 days holiday, plus bank holidays Pro Rata, increasing with length of service. ● Up to an additional 4 days holiday given between Christmas and New Year. ● Flexibility to support parents and Carers ● Time off in lieu for extra hours worked ● Supportive and friendly working environment ● Free onsite parking at the Carers' Support Service and hospital ● Free drinks and kitchen facilities at the Carers' Support Service

Hospital Liaison Officer - Person Specification

Below are listed qualities and experience that are necessary for this post. We will be looking for evidence during the selection process that candidates fulfil all essential criteria. Please use this guide when completing the application form. The ABOUT YOU section of the application form is your opportunity to tell us how you meet the essential criteria that you have not demonstrated you meet elsewhere in your application form.

	Essential Criteria
Experience	- At least one year providing solution focussed practical information, advice, guidance and support to members of the public - Delivering information to groups in a professional setting - Previous experience of developing positive professional relationships with other professionals - Effective case management - Networking and engaging with a variety of different organisations - Creating, developing and supporting peer led groups - Accurate, timely and effective record keeping using a CRM system Also desirable - Working in a health and/or social care setting - Personal experience of Caring for a family member, friend or neighbour - Experience of working in a hospital setting or working with healthcare professionals - Experience of delivering training - Experience of using A.I. in the delivery of information, advice and support
Skills	- Strong communication, presentation, interpersonal, facilitation and training skills to be able to work with groups of Carers, professionals and others - Ability to effectively engage with the public - Strong I.T skills and the ability to use I.C.T in the provision of information and advice, including via virtual meetings - Ability to listen and calmly convey empathy, understanding and discretion
Qualifications	- GCSE Grade C or above (or equivalent) in Maths and English OR - Demonstrable experience of the essential criteria
Special Knowledge	- Understanding of the importance of providing the right information, in the right way, at the right time - Some understanding of the needs of Carers and the importance of Carers being involved in the care of the person they care for while in hospital. - An understanding of the challenges and satisfactions of being a Carer - Basic knowledge of Carers Rights, the principles of Safeguarding, GDPR and Confidentiality - Understanding of equality and diversity and the need to work in a fair and equitable way - An understanding of co-production Also Desirable - Knowledge of support services and other organisations in North East Lincolnshire that support Carers
Personal Qualities	- Can work as part of a team for the effective delivery of support services. - Can work on own initiative, work to deadlines and takes responsibility for personal and professional development - Flexible and adaptable - Committed to providing an equitable support service
Working Arrangements	- Full driving license and access to car - Able to work extended hours including evenings and weekends when required