



## Improving Lives Plymouth

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### **Job Description**

<b>Job:</b>	Carers Hospital Liaison Worker
<b>Managed by:</b>	Caring for Carers Manager
<b>Work Location:</b>	Hybrid (Derriford Hospital, Home and/or Office)
<b>Salary:</b>	£12,226 (Based on Full time salary £20,376)
<b>Hours:</b>	21 hours per week (Work pattern to be agreed)

**This post is subject to a Disclosure and Barring Service (DBS) check**

### **Role Summary**

The Hospital Services Team work with the hospital to identify carers to offer support and information to help make their caring role more sustainable for the future. We also work to help avoid admissions and re-admissions and to support hospital staff to be carer aware.

### **Overall Job Purpose:**

- Working with other team members from Caring for Carers and Plymouth University Hospitals Trust to implement the carers ward accreditation scheme to support carer awareness across all wards and departments.
- Supporting family friends and unpaid carers ('carers') when either themselves or the person they care for has been discharged from hospital.
- Carrying out initial assessments with carers to establish needs arising from their caring role and using a strengths-based approach to work with them to support these needs.
- Undertaking carers assessments for carers who have eligible needs under the Care Act.
- Carrying out action planning following assessments.
- Carrying out virtual ward rounds and visiting to carry out face to face ward rounds
- Signposting carers to relevant organisations to support their needs including the Red Cross.

### **Tasks and Key Responsibilities:**

#### **Hospital Discharge Support**

- Undertaking initial conversations with carers to establish immediate needs arising from their caring role
- Carrying out initial assessments to identify support needs arising as a result of the caring role
- Develop relationships with carers to effectively de-escalate carers needs over the course of the support provided.

- Applying a strengths-based approach to assist carers to address their needs that are arising from their caring role.
- Intensive 1:1 wellbeing support with carers both face to face and on the phone
- Ensuring carers are signposted to other relevant services and organisations.
- To identify carers who would benefit from appropriate training, understanding, and highlighting the role of training in both action and support plans, and liaising with Caring for Carers colleagues and other agencies as required.
- Liaise with complex care teams and professionals in statutory, voluntary, and private organisations, on issues of concern for individual carers, ensuring carers have access to the widest range of local community-based services.
- Assisting carers to develop their own contingency and escalation plans and/or advising on alternative care arrangements, where appropriate.
- Meet or reduce the individuals' needs by action, information, or advice, including sourcing, signposting and referral to other services.
- Provide advice to navigate specialist services including specialist training to enable the carer to participate as an expert partner in the care of the cared for person while maintaining their own health.

### **Statutory Carers Assessments**

- Complete carers assessments on behalf of the Local Authority for carers with eligible needs under the Care Act.
- Action and support planning
- To develop and implement/oversee action plans following carers assessments.
- To develop and implement/oversee support plans following carers assessments to enable carers to access services to reduce and meet their needs.

### **Awareness-raising and other support activities**

- Work with colleagues on the ward accreditation scheme to build carer awareness within the hospital and within the wider network linked to the hospital – e.g., Adult Social Care etc
- Raise carers' awareness of local community-based services, developments and opportunities via email, newsletter, phone, etc
- Networking with other agencies and professionals
- Ensure that local information is kept enabling carers to be directed to the widest range of local community-based services, including support groups, carer workers, involvement opportunities, etc.
- Help identify and work closely with other carer support services in the relevant area to ensure maximum benefit for carers
- Maintain a network of organisations relevant to carers within the relevant area in co-ordination with other colleagues within Caring for Carers.

- Encourage carer participation in 'engagement' activities

## **General**

- To work as a member of a team for the benefit of Caring for Carers
- To participate in supervision, including case management and review processes, to ensure quality and manage risks appropriately
- To positively promote Caring for Carers at all times
- To show a commitment in all areas of work implementing and monitoring diversity and human right issues
- To respond appropriately to carers who may have specific needs in relation to hearing, visual, speech, physical impairment, or language requirements
- To ensure and maintain carer confidentiality as directed at all times
- To identify and respond to safeguarding issues and concerns in line with agreed guidance, policies procedures
- To ensure appropriate communication at all times
- To be willing to undertake any necessary training
- You have a duty to take care of your own health and safety and that of others.
- Co-operation with your employers and co-workers to help everyone meet their legal requirements.
- To undertake any other duties required appropriate to the grade of this post

## **Person Specification**

### **Professional Experience / Qualifications**

#### **Essential**

- Experience of assessing and meeting client's needs (Including emotional).
- Experience of providing one-to-one advice or support in a similar/relevant role
- NVQ III or equivalent qualification in Health and Social Care or another relevant field, or willingness to work towards such a qualification.

#### **Desirable**

Experience of working in health and social care or a related field.  
Experience of being an unpaid carer or working with unpaid carers.

## **Behavioural Characteristics**

### **Essential**

- Excellent communication and inter-personal skills, with the ability to empathise with the needs of carers.
- Good knowledge/understanding of carers and their issues.

### **Desirable**

- Knowledge/understanding of health and social care services/provision.

## **Skills, aptitude, knowledge and experience**

### **Essential**

- Good knowledge/understanding of carers and their issues.
- Ability to assess information, apply eligibility criteria, and plan appropriate actions and support to carers at risk of developing or who have eligible needs
- Excellent administration, organisational and recordkeeping skills, and ability to write in a clear, concise and professional manner.
- Understanding of principles of confidentiality and equal opportunities.
- Ability to develop and maintain constructive relationships with carers and professionals from other agencies and share information appropriately.
- Good keyboard and IT skills, including use of MS Office packages.

### **Desirable**

- Ability to develop and deliver presentations to a range of audiences.

## **Personal Qualities**

### **Essential**

- Self-motivated with the ability to use initiative and anticipate problems and provide solutions without close supervision.
- Car driver/owner (or otherwise, able to satisfy, with appropriate adjustments, requirements for travel associated with the role).

- Commitment to working in a way that is carer-led and carer-focussed, ensuring services are of the highest quality.
- Ability to work as a member of a professional team to meet shared objectives.