

Carers of East Lothian (CoEL)

Job Description

Job Title **Hospital Link Carer Support Worker - Pilot**

Job Purpose

The purpose of this post is to identify, support and signpost unpaid carers in a ward setting at East Lothian Community Hospital in Haddington, ensuring carers are well placed to act as equal partners in care. In particular, the post holder will be expected to support carers to become more involved in planning for the future for people they care for, and to ensure the carers are aware how to access support once patients are discharged into the community. This post would work closely with ward staff and the multidisciplinary team to help ensure an effective, efficient and timely discharge of a patient with ongoing care needs to return to their place of home or place of rehabilitation with the necessary support in place, informed by the patient, their health care professionals, and their carer.

Accountable to Deputy CEO

Main Duties

Carer Support specific to Hospital Link

- To support carer involvement from admission of family/friend to the ward right through to discharge arrangements of cared for person, whilst working alongside all other professionals so assessed care needs of the patients are met
- To promote existing practices and continually aim for best practice with communication, partnership and collaborative working practices between ward staff, ELHSCP (East Lothian Health and Social Care Partnership) and community based primary and social care teams and relevant agencies with the carer.
- To provide a carer centred approach throughout the admission and discharge management pathway – developing a culture in which carers are viewed as equal partners in the delivery of care.
- To support carers to prepare for Multidisciplinary meetings and be involved in discussions where all options for discharge will be explored listening to, and taking account of, carers wish.
- To assist in prevention of hospital admission/readmission of person cared for by ensuring adequate care provision to be maintained either safely at home or in a homely environment through support from CoEL and/ or other community support.
- To support carers to challenge decisions re the future care of the person they care for where appropriate
- Assist in finding effective community-based support and solutions for carers following discharge of patients. This may involve providing initial 1:1 support for carers during the patient's hospital stay and establishing creative, personalised Adult Carer Support Plans carers could implement following hospital discharge.

- To influence and provide information to practitioners in the hospital setting, offering Think Carer training from CoEL Volunteer and Training Coordinator if necessary and be the link between hospital and community services for carers. To provide feedback to hospital, primary care and community-based services on the outcome of planned hospital discharges with the aim of improving patient and carer support pathways.
- Working effectively with professionals to develop and publicise the service, including servicing relevant groups and developing publicity materials.
- To maintain accurate and up-to-date records, analyse data, meet specific objectives, and provide written or verbal reports as required, to facilitate a robust evaluation of this pilot work.
- Work with carers to assess and evaluate service outcomes and take account of their views in developing the service.

Carer Support

As part of CoEL's Carer Support Team, the post holder will provide "one-stop" support for unpaid carers by:

- Identifying, planning and brokering person-centred care solutions by supporting carers to access a range of services.
- Supporting carers to identify and access funds and services (including self-directed support) to support their caring role.
- Supporting carers to identify and access training and personal development opportunities, to help improve the balance of care with employment, learning and social life and personal wellbeing.
- Supporting carers to maximise their income through claiming welfare benefits and to address housing issues as required.
- Contributing to the development and delivery of training for carers.
- Supporting carers to access opportunities for peer support including facilitating regular group carer support meetings.
- Referring carers to other specialist support services as appropriate and after discussion with the carer
- Providing person centred information, advice, and support to all carers, sensitive to their caring situation and focused on achieving agreed personal outcomes

Carer Identification

- Support /helping carers and professionals working within the hospital to self-identify as carers.
- To receive referrals of carers from ward staff, community care staff and from any local agencies, including self-referrals

Carer engagement

- To support carers to participate in consultation and planning through a variety of methods including attendance at planning groups, scrutiny panels and specific focus groups

Development work

This is a new project and therefore development of this role will be required:

- To make contact, create links and liaise with other link workers, professionals on ward, ELHSCP professionals, carers, carers groups, voluntary, statutory, and private sector agencies, to promote CoEL and raise awareness of carer support needs and job role.
- To support local developments of carer support services
- To inform and consult carers on relevant issues by assisting in the organisation of carer events and the production of newsletters and information.

General Duties

The post holder will be expected to perform several general duties consistently and effectively:

- Comply with CoEL's casework model and outcomes focus.
- Participate in regular sessions to respond to carer enquiries.
- Be responsible for the accurate and timely recording of enquiries and casework records including use of CoEL's electronic database
- To help support volunteers in their role within CoEL.
- Assist in producing statistical information on carer support
- Comply with CoEL's policies and procedures such as confidentiality policy, telephone and recording procedures, lone working policies, etc
- Participate in CoEL's staff team meetings.
- Carry out other non-recurring duties as arise from time to time, and occasionally help cover carer centre duties during the absence of team members.

Main Conditions of Service

Employer	Carers of East Lothian (CoEL)
Hours	21 hours per week. All salary and benefits are calculated pro-rata based on fulltime of 35 hpw. Work pattern over the week flexible subject to agreement.
Salary	Salary scale – Grade 6, points 16 – 18 (currently £31,842.45 - £32,821.98)
Benefits	CoEL will match up to a 6% pension contribution and offer very flexible working arrangements.
Holidays	Equivalent to 35 days (25 days leave plus 10 public holidays taken flexibly) full time.
Funding / Duration	The funding comes from implementation funds for the Carers Scotland Act. The post is a one-year pilot.
Location	This post holder will be predominantly based on a ward setting at the East Lothian Community Hospital in Haddington although there can be some flexibility offered to the post holder to complete admin, in our office in the hospital, or at their own home, also if carer requests CSW to complete a home visit.
Line Manager	Deputy CEO.

Person Specification

Qualifications

- ❑ Candidates will be expected to have a good general education which may include qualifications in counselling or other person-centred training, community development, adult education, social work, health / nursing, allied health professionals, educated to university degree level or other relevant qualifications.

Knowledge

- ❑ A good understanding of the needs and situation of carers and a demonstrated commitment to supporting carers (essential).
- ❑ A sound knowledge of a NHS ward setting, social work, private sector and other community care services work and interact (essential).
- ❑ Knowledge of community care and health issues in East Lothian (desirable).
- ❑ Knowledge of the benefits system and welfare rights issues (desirable).

Experience

- ❑ Demonstrable experience of working in a person-centred manner (essential).
- ❑ Demonstrable experience of working in an advocacy or similar role (essential).

Skills

- ❑ Exceptionally good listening and general communication skills (essential).
- ❑ An ability to deal with carers, professionals, and members of the public in a sensitive and person-centred manner (essential).
- ❑ Good written skills and the ability to write concise and effective reports (essential).
- ❑ Proven ability of organising, prioritising, and managing own work (essential).
- ❑ Confidence in the use of word processing packages, e-mail and calendar systems and internet facilities and the ability to be self-supporting in the office (essential).

Other

- ❑ Commitment to treat people fairly and even-handedly (essential).
- ❑ Commitment to confidentiality (essential)
- ❑ Membership of PVG (Adult) Scheme (essential). If you are already a member, we will pay for an update report but candidates who not members will be expected to join at their expense. Currently this costs £59.00.