**Job Description**

**Job Title** Hospital Liaison Worker

**Accountable to** CSW Hospitals Team Lead

**Responsible for** No line management responsibility

**Geographical Area** Wiltshire – to be home-based or working in Flowhub based in Chippenham

**Hours of Work** 37 hours per week Monday to Friday plus occasional weekend/evening

**Contract Period** Jan 4th – April 30th 2021

**Salary** £24,491 - £27,041 Pro Rata

**Purpose of the Post**

To liaise with health and social care professionals to identify and support carers who are, or whose cared for are in hospitals across Wiltshire.

**Key duties and responsibilities:**

1. To review hospital assessments and identify carers recorded on the system.
2. To make initial contact with carers by phone and/or email to undertake a short light touch assessment.
3. Signpost or refer carer as appropriate based on assessment.
4. Develop strong working relationships with key partners and individuals within the Flowhub and hospitals to ensure constructive partnership working and minimise duplication of effort.
5. To advocate for carers and ensure relevant information is shared with hospital staff and carers.
6. To communicate benefits of Winter Pressure programme to hospital staff and encourage referrals into the service.
7. Maintaining appropriate records and reports on progress, including being responsible for recording and collating own activity and other data relevant to the post on electronic databases.

**Additional Occasional Responsibilities**

As a member of a team, the post holder will be expected as necessary to support colleagues by:

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1. Identifying appropriate sources of information, advice, benefits, equipment and services which carers can access, and update shared resource information to reflect this
2. Actively promote the identification and support of carers in hospital with hospital and flowhub staff
3. Actively contribute and participate in publicity events and represent Carer Support Wiltshire in a positive manner and to raise awareness of carers’ needs.

**General Requirements**

The post holder will be expected to:

1. Possess the essential skills as detailed in the person specification
2. Adhere to and uphold Carer Support Wiltshire’s mission, vision, values, strategic aims and policies
3. Act with integrity and maintain the highest professional standards at all times
4. Maintain a confidential, sensitive and discrete approach to personal, sensitive and organisational information
5. Contribute to a culture of equality and demonstrate a commitment to removing all forms of discrimination as a colleague and as a provider of services to carers
6. To work collaboratively as a member of a small team including volunteers and to attend and actively contribute to team meetings
7. Actively identify own training needs and personal development, and to participate in training sessions when required
8. A flexible approach is required for this role and you may be asked to undertake other duties from time to time as determined by your line manager and in keeping with the purpose of the post and after consultation with the post holder

**This job description is not necessarily an exhaustive list of duties but is intended to reflect a range of duties the post-holder will perform. The job description will be reviewed regularly including at annual appraisals and may be changed in the light of the needs of the organisation and following consultation with the post-holder**

**Employee signature: Date:**

**Senior manager: Date:**

**Person Specification:** Hospital Liaison Worker

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|  | **How assessed** | **Essential / Desirable** |
| **Qualifications** |
| A good standard of education, GCSE grades C+ above  | Application / Certificates | Essential |
| Professional qualification | Application / Certificates | Desirable |
| **Knowledge** |
| Understanding of carers and former carers’ issues and rights | Application (supporting statement) and interview | Essential |
| Knowledge of health and social care issues | Application (supporting statement) and interview | Essential |
| **Experience** |
| Experience working with primary or secondary health care | Application (supporting statement) and interview | Essential |
| Experience working with Social Services | Application (supporting statement) and interview | Desirable |
| Experience of carrying out assessments | Application (supporting statement), interview | Essential |
| Experience of using database and spreadsheets (EG: Charity Log, Liquid Logic, Excel etc) | Application (supporting statement), interview and test | Essential |
| Experience of working with voluntary sector and statutory providers | Application (supporting statement) and interview | Essential |
| **Skills and Competencies** |  |  |
| Excellent written English skills, including ability to get a message across succinctly | Application (supporting statement) | Essential |
| Able to communicate effectively with the public and professionals | Application (supporting statement) | Essential |
| **Personal qualities** |  |  |
| Able to work as part of a team | Application (supporting statement) and interview | Essential |
| Confident to take initiative | Application (supporting statement) and interview | Essential |
| Able to prioritise work and deal with competing demands | Application (supporting statement) and interview | Essential |
| **Behaviours Framework** |  |  |
| Trust and respect – level 2 | Application (supporting statement) and interview | Essential |
| Working together – level 3 | Application (supporting statement) and interview | Essential |
| Creativity – level 2 | Application (supporting statement) and interview | Essential |
| Responsibility – level 2 | Application (supporting statement) and interview | Essential |
| Leadership – level 2 | Application (supporting statement) and interview | Essential |
| **Other** |  |  |
| Able to work flexibly in terms of location and occasional evening and weekend work | Application (supporting statement) and interview | Desirable |