

Job Description

<u>Job Title</u>	Hospital Liaison Worker PT North East
<u>Accountable to</u>	CSW Hospitals Team Manager
<u>Responsible for</u>	No line management responsibility
<u>Geographical Area</u>	North East Wiltshire including Great Western Hospital and Savernake community hospital
<u>Hours of Work</u>	18.5 hours per week Monday to Friday plus occasional weekend/evening
<u>Contract Period</u>	12 months with possible extension
<u>Salary</u>	£23.776 FTE pro rata

Purpose of the Post

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

Key duties and responsibilities:

1. To review hospital assessments and identify carers recorded on hospital inpatient systems.
2. To make initial contact with carers by phone and/or email to undertake a short light touch assessment.
3. Signpost or refer carers as appropriate based on assessment.
4. Develop strong working relationships with key partners and individuals within the Flow Hub 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.
8. Actively contribute and participate in promotional activities, and represent Carer Support Wiltshire in a positive manner, and to raise awareness of carers' needs.
9. As a member of a team, the post holder will be expected to support colleagues by:
 - Identifying and recording appropriate sources of information, advice, benefits, equipment and services which carers can access, and update shared resource information to reflect this
 - Actively promoting the identification and support of carers in hospital with hospital and Flow hub staff
10. 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

	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
Other		
Able to work flexibly in terms of location and occasional evening and weekend work	Application (supporting statement) and interview	Desirable