

## Job Description

**Job Title** Hospitals Team Support Worker – West Wiltshire

**Accountable to** Hospital team manager

**Responsible for** None

**Geographical Area** Wiltshire

**Hours of Work** 37 hours per week Monday to Friday

£23,776

**Grade** 9 months with possible extension

**Contract**

### **Purpose of the Post**

To register, assess, provide information, triage, and allocate / prioritise further casework (if required) for carers and cared for in, or recently discharged from hospital, as well as carers and cared for at risk of going into hospital.

### **Key duties and responsibilities:**

The post holder will:

1. Work with carers referred by the Hospital Liaison Team.
2. During the initial phone contact with the carer, undertake an initial assessment of the carer using a focused interview
3. Give relevant information / advice / signposting
4. Assess and follow up any initial contacts passed on via carer support workers
5. For cases requiring one to one support, allocate cases through internal referral to support workers as required, based on urgency, specialist knowledge and location
6. For cases requiring other internal services, raise internal referral

7. Maintain accurate, timely and detailed records of all referrals and re-referrals, including initial assessments and on-going actions required on Charitylog and/or other reporting systems as required
8. Liaise regularly with the Community Connector Team Leader to review waiting lists and prioritisation requirements to meet demand
9. Attend regular supervision meetings, to share good practice and ensure your own support needs are met.
10. As a member of a small team, the post holder will be expected as necessary to support colleagues by:
  - Identifying appropriate sources of information, advice, benefits, equipment and services which carers can access, and updating shared resource information to reflect this
  - 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 always maintain the highest professional standards
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. Adopt a flexible approach 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: Hospitals Team Support Worker – West Wiltshire**

	<b>How assessed</b>	<b>Essential / Desirable</b>
<b>Qualifications</b>		
Good standard of education	Application / Certificates	Essential
Further qualifications in health and social care. inc, linked NVQs, social work degree, nursing qualification or equivalent experience	Application / Certificates	Desirable
<b>Experience</b>		
Experience of carrying out assessments over the phone	Application and interview	Essential
<b>Knowledge</b>		
Understanding of carers' issues and rights	Application (supporting statement) and interview	Essential
Good understanding of the Care Act 2014 and other linked legislation	Application (supporting statement) and interview	Essential
Knowledge of multi-agency working, including: whole family assessments, liaising with other multi agencies.	Application (supporting statement) and interview	Essential
Experience of person-centred planning and working with service users to agree appropriate support.	Application, interview and short test.	Desirable
<b>Skills and Competencies</b>		
Excellent written communication skills	Application and interview	Essential
Able to communicate and positively challenge other professionals both within the workplace and externally	Application and Interview	Essential
Able to communicate effectively with diverse members of the public	Application (supporting statement) and interview	Essential

Able to use IT and databases to: manage time effectively, prioritise cases, record information gathered through assessments	Application (supporting statement) and short test	Essential
<b>Personal qualities</b>		
Keen to learn and innovate	Application (supporting statement) and interview	Essential
Resilient to change	Application (supporting statement) and interview	Essential
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
<b>Other</b>		
Able to work flexibly in terms of location	Application (supporting statement) and interview	Essential