**Job Description**

Job Title: Hospital Liaison Support Worker

Salary: NJC Salary Scale 29 ( actual salary £15,571)

Hours: 21 hours a week. Fixed term contract for 1 year.

Responsible to: Development Manager/Health Development Manager

**Background Information**

Carers Leeds offers support to carers who are identified within a hospital setting. In many cases, the person with care needs is unable to return home and needs to move into residential care, or needs a package of care at home. The family may be funding the care themselves and support from the Local Authority may not available. The post-holder will work with carers and the person with care needs, with a view to making a smooth transition from hospital, or home, into residential care. This post has been created in partnership with the Leeds Care Association, the independent sector representative body for care providers in Leeds.

**Main Duties**

1. To make contact with carers and the person with care needs either in a hospital setting or from referral from a Carers Leeds member of staff.
2. To provide person centred support, advice and information to the carer and the person with care needs.
3. To work with independent providers to create a portfolio of relevant information to enable the carer and the person with care needs to make an informed choice about future care arrangements.
4. To provide information to carers and the person with care needs on care options available, including care in the home, care in residential services, or more supported independent living.
5. To support the carer and the person with care needs to make arrangements for care, including visits to care homes and support in negotiating with providers. This support will help the carer and the person with care needs to fully understand the care provider offer and the cost of that service.
6. To provide advice on care home fees and how to pay them.
7. To provide information and advice on finance related issues such as claiming the relevant welfare benefit and setting up Power of Attorney.
8. To raise awareness of Carers Leeds and support available within Leeds Teaching Hospitals Trust, promoting carer awareness and best practice.
9. To carry out home visits to carers if necessary.
10. To make effective use of the ‘Carers’ Room’ at St James’s University Hospital.
11. To undertake monitoring and evaluation of the service and prepare regular reports on the work undertaken.
12. To be responsible for the production and maintenance of publicity material, information leaflets and relevant electronic data for carers and other staff.

**Person Specification: Hospital Liaison Support Worker**

The postholder will be expected to possess the following:

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| **Knowledge and Understanding**  |  |
| * A clear understanding of the issues affecting carers and people with care needs
* Experience of working within the advice/information field
* Experience of working with individuals and families experiencing crisis or difficult circumstances
* Understanding of hospital services and community services for older people and people with dementia
* Knowledge of the welfare benefit system
* Understanding of equality issues and access /barriers to services faced by some members of the community.
* Understanding of Child and Adult Safeguarding issues
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| **Competencies** |  |
| * Ability to make good working relationships with staff in hospitals and independent sector care providers
* Excellent verbal, listening and written communication skills
* Knowledge and ability to comply with confidentiality policies and data protection
* Ability to manage own workload and proven time management skills
* Proven team ability to work on one’s own as well as part of a team
* Good level of IT skills
* Car driver with access to a vehicle for work
* Ability to accurately report work and write reports to funding agency
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| **Personal Attributes** |  |
| * High levels of self-motivation and ability to use own initiative
* Willingness to develop expertise in the provision of care by independent care providers
* Confidence in ability to work on hospital wards
* Ability to work flexible hours, occasional evening/weekend work may be necessary
* Ability to promote the needs of carers of people of older people, people with dementia and the work of Carers Leeds
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