

JOB SPECIFICATION
(Post Ref:PR133)

Job Title:	Carer Support Worker – Hospital Based
Line Manager:	Head of Health and Development
Salary Scale:	SCP23 £34,434 (Actual for 17.5hrs £17,217) to SCP25 £36,363 (Actual for 17.5hrs £18,182)
Location:	Leeds (Chapel Allerton Hospital)
Hours:	17.5 hours

Main responsibilities and duties:

- To provide person-centred information, advice and support to carers who care for someone who is an in-patient in LTHT (Leeds Teaching Hospitals Trust) or where the carer is an in-patient. Travel may also be required to meet with carers at other locations.
- To manage a caseload of carers who are supporting patients with often complex physical and mental health needs and to become an expert in understanding the issues faced by carers who have contact with LTHT.
- To support carers through the hospital discharge process including the provision of help to source appropriate packages of care for the person with care needs, where appropriate. Occasional home/community visiting may be required.
- To develop close working relationships with hospital wards and key LTHT staff across LTHT sites with a specific focus on Chapel Allerton Hospital.
- To offer a choice of contact methods to promote accessibility to Carers Leeds services, including telephone, face-to-face, digital engagement opportunities and groupwork.

Core Values & Behaviours:

At Carers Leeds we are one team, working together to benefit carers. We have a shared set of values and behaviours which guide everything we do. **Values** are the things we believe are important at Carers Leeds. **Behaviours** are what we expect team members, trustees and volunteers to do, to enact our values. These values and behaviours apply to how staff, trustees and volunteers interact with each other and the way we work with carers and external partners.

Our values and behaviours are continually reinforced from induction through one to ones and team meetings.

- **Integrity** – we are honest, fair and speak up
- **Accountability** – we do what we say we will and take responsibility for our actions
- **Inclusion** – we value differences and take action to reduce exclusion
- **Respect** - we value and listen to each other
- **Excellence** - we continually improve through listening, learning and innovation
- **Kindness** - we are friendly, caring, and considerate
- **Empowerment** - we support, trust, and promote empowerment to make a difference

Respect for service user Confidentiality

The jobholder should always respect service user confidentiality and not divulge information unless sanctioned by the requirements of the role

<<This post is subject to a satisfactory DBS check>>

Person Specification

Applicants for this role should use their application form to show that they meet all of the essential criteria outlined in the person specification for the position. If they fail to demonstrate this, or are unable to meet the criteria, it is unlikely they will be shortlisted for an interview for this post.

	Knowledge and Understanding	Essential/ Desirable	How identified Application / Interview
1	A clear understanding of the issues affecting carers and their support needs, particularly in relation to hospital processes and discharge.	Essential	Application / Interview
2	Experience of working in a hospital setting	Desirable	Application / Interview
3	At least two years' experience of working within the advice/information field	Essential	Application / Interview
4	Knowledge and understanding of the welfare benefits system and welfare reform	Desirable	Application / Interview
5	Demonstration of a commitment to equity, diversity and inclusion	Essential	Application / Interview
6	Understanding of the ethos of the voluntary and community sector	Essential	Application / Interview
7	Understanding of Child and Adult Safeguarding principles	Essential	Application / Interview
8	Understanding of digital platforms for engagement	Essential	Application / Interview

9	Understanding of strength-based and preventative support models	Desirable	Application / Interview
Skills and Competency			
10	Excellent verbal, listening and written communication skills	Essential	Application / Interview
11	Experience of report writing and record keeping	Essential	Application / Interview
12	Ability to use initiative and comfortable in a lone working environment whilst also working in a direct access service	Essential	Application / Interview
13	Ability to prioritise an often complex workload and respond accordingly	Essential	Application / Interview
14	Proficient level of IT skills and experience of using a database	Essential	Application / Interview
Behaviour and Personal Attributes			
15	Can demonstrate the behaviours which align to the values of Carers Leeds	Essential	Application / Interview
16	Ability to demonstrate confidentiality	Essential	Application
17	The post-holder must be able to work on a Wednesday. A willingness to work flexible hours, including some early evenings to coincide with hospital visiting times, is required.	Essential	Application / Interview

If you have any questions regarding the role then please contact sian.cartwright@carersleeds.org.uk