

Job Specification

(Post ref: PR140)

Job Title: Patient Flow Carer Support Worker
Hours: 35hrs/week (full time)
Salary: SCP23 £34,434 - SCP25 £36,363
Contract: Fixed Term Until 30th June 2029
Location: Carers Leeds office, community locations and from home.
Interview date: 1st October 2026

This post is subject to a satisfactory DBS check

Main responsibilities and duties:

1. To make contact with carers and the person they care for or at a community care bed facility.
2. To provide person centred support, advice and information to carers, and those with care needs, to support discharge to permanent care (or home with a package of domiciliary care) particularly where the person with care needs will be self-funding this care.
3. To work with brokerage, independent providers and the multi-disciplinary teams in the Recovery Hubs 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 those with care needs, on care options available, including care in the home, care in residential/nursing services, supported independent living, financial assessments and funding arrangements.
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 brokerage and 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 relevant welfare benefits and setting up Power of Attorney.
8. To raise awareness of Carers Leeds and the support available including within Leeds Teaching Hospitals Trust and Community Care bed provision, promoting carer awareness and best practice.
9. To develop a close working relationship with the Community Care Bed multi-disciplinary teams and the Carers Leeds Hospital Project.
10. To carry out home visits to carers if necessary.
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 staff.

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 staff, 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. These values and Behaviours are continually reinforced from induction through supervision 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

Person Specification

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

	Knowledge and Understanding	Essential/ Desirable	How identified Application/ Interview
1	Understanding of the needs, challenges and access barriers experienced by carers and people with care needs, including safeguarding responsibilities.	E	A/I
2	Experience of providing advice, information and support to individuals and families, particularly during crisis or challenging circumstances.	E	A/I
3	Understanding of confidentiality, data protection and professional boundaries.	E	A/I

4	Knowledge of health, social care and community services, including hospital-based support, older people's services and dementia care.	D	A/I
5	Knowledge of welfare benefits and financial support available to carers and service users.	D	A
Skills and Competency			
6	Ability to work independently, manage a varied workload and meet deadlines.	E	A/I
7	Excellent communication, listening and relationship-building skills, with the ability to develop effective partnerships across health, social care and independent sector services.	E	A/I
8	Competent IT skills, including the accurate recording, evaluation and reporting of client information.	E	A/I
Behaviour and Personal Attributes			
9	Self-motivated, proactive and able to use initiative.	E	A/I
10	Commitment to Leeds Carers values and a willingness to develop knowledge and expertise in carer support services.	E	A/I
11	Flexible and adaptable approach to work, including occasional weekend working when required.	E	A

If you have any questions regarding the role then please contact
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