

## **Job Specification**

**Post Ref: PR120**

**Job Title:** Patient Flow Carer Support Worker (CSW)

**Line Manager:** Head of Health and Development

**Hours:** 35hrs/week (full time)

**Salary:** SCP23 £32,076 to SCP25 £33,945

**Contract:** Permanent

**Location:** Leeds

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.

	<b>Knowledge and Understanding</b>	<b>Essential or Desirable</b>	<b>How identified Application / Interview</b>
<b>1</b>	A clear understanding of the issues affecting carers and people with care needs	E	A/I
<b>2</b>	Recent experience of working within the advice/information field	E	A/I
<b>3</b>	Experience of working with individuals and families experiencing crisis or difficult circumstances	E	A/I
<b>4</b>	Experience of working in a hospital setting, community care bed provision or social care.	D	A
<b>5</b>	Understanding of hospital services and community services (health and social care) for older people and people with dementia	D	A/I
<b>6</b>	Knowledge of the welfare benefit system	D	A
<b>7</b>	Understanding of equity issues and access barriers to services faced by some members of the community.	E	A/I
<b>8</b>	Understanding of Child and Adult Safeguarding issues	E	A/I
	<b>Skills and Competency</b>		
<b>9</b>	Confidence to work independently in hospital and community settings to establish good working relationships with staff in these areas and with independent sector care providers	E	A/I
<b>10</b>	Excellent verbal, listening and written communication skills	E	A/I
<b>11</b>	Understanding the importance of confidentiality and data protection	E	A
<b>12</b>	Ability to manage own workload and proven time management skills	E	A

13	Proficient level of IT skills (including use databases to record client information)	E	A
14	Ability to accurately evaluate and report work in line with deadlines	E	A
<b>Behaviour and Personal Attributes</b>			
15	High levels of self-motivation and ability to use own initiative	E	A/I
16	Willing to develop expertise in the provision of care by independent care providers	E	A
17	Willing to work flexible hours, including occasional weekend working if required	E	A
18	Can demonstrate the behaviours which align to Leeds Carers values	E	A/I
19	Ability to demonstrate confidentiality	E	A
20	Driver, with access to a car	D	A

**If you have any questions regarding the role then please contact [sian.cartwright@carersleeds.org.uk](mailto:sian.cartwright@carersleeds.org.uk) (Recruiting Manager)**