

Central Carers Association

Role Profile

Carer Support Worker – Hospital Discharge

Role Purpose:

Adult carers are people who help to look after a relative, partner, friend or child who has a disability, illness, a mental health issue, addiction, or frailty. Providing unpaid care for someone can be rewarding but it can also be a huge responsibility that can affect other areas of a person's life, such as, job prospects, relationships, education, family life and their own health and wellbeing.

For carers, being in hospital, or caring for someone who has been admitted to hospital, can add to their difficulty and stress, or it may involve taking on a caring role for the first time.

The Carers (Scotland) Act 2016 gives carers the right to be involved in discharge planning when the person they care for is in hospital.

As a carer support worker, you will:

- Provide one to one support to adult carers offering advice and information, and signposting to other relevant services.
- Encourage, support, and help adult carers to complete Adult Carer Support Plans to address their support needs and requirements.
- Encourage and support carer involvement and participation in the monitoring and development of services to support cares and the people they care for.

In this role you will be responsible for delivering a service to adult carers when they or the person they care for is in hospital, preparing to leave hospital or has recently left hospital. This will include:

- Meeting with adult carers to identify and discuss their needs.
- Providing appropriate support, information, and practical support, making home visits where required.
- Assisting carers to develop a personalised adult carer support plan and emergency and future plans.
- Assisting and encouraging carers to define and prioritise their own needs.
- Providing support to carers attending meetings with professionals, where appropriate to do so.
- Developing information resources for carers.
- Establishing and sustaining contacts with carers, carers groups and relevant organisations.
- Liaising with local professional and agencies providing support for carers.
- Encouraging and supporting carers to be involved in the development of support groups, activity programmes and information resources.
- Participating in the planning and organisation of conferences, seminars, and events to raise awareness about carers issues.

The responsibilities, accountabilities and reporting structure for this role will be reviewed periodically and updated, if required

Date last reviewed:

Version:

- Identifying and pursuing funding opportunities for services for carers.
- Undertake any other duties relevant to the post, as reasonably required from time to time.

To carry out this role, you will have:

Knowledge:

- Understanding of the importance of confidentiality in all aspects of your work.
- Understanding of, and a sensitive approach towards, the needs of carers.
- General overview of welfare benefits and legislation and policy relating to carers.

Skills:

- Excellent telephone and listening skills and the ability to deal with enquiries in a professional and sympathetic way.
- Ability to get along with people from all backgrounds and communities, respecting lifestyles and diversity.
- Ability to build and maintain effective working relationships with colleagues.
- Ability to use initiative to plan, organise, and prioritise, including when under pressure, as part of a team, or on own initiative.
- Ability to work in a pro-active, flexible, and adaptable way.
- Positive problem-solving skills and a 'can-do' attitude.

Experience:

- Educated to degree level (or equivalent) or conservable previous experience in a related field.
- Using client databases to enter and maintain carer activity records and produce reports based on this data.
- Using Microsoft 365, especially Outlook, Excel, and Word and general IT skills.
- Public speaking.

In this role, you will collaborate with different people and teams, they are:

- Colleagues, volunteers, and trustees from Central Carers Association.
- Health and Social Care staff.
- Staff from other agencies that provide support for carers and those they care for e.g., CAB, FDAMH, Strathcarron Hospice, Self-Directed Support Agency, Alzheimers Scotland

In this role, you will achieve:

- Positive outcomes for carers by supporting them when they, or the person they care for is, in hospital, leaving hospital or has recently left hospital. This includes support to develop an Adult Carer Support Plan to ensure they receive the information and support they need to allow them to care with confidence and in good health and are empowered to have a life of their own outside of caring.
- Increased awareness among NHS staff in hospitals to ensure that carers are identified, recognised and involved in care and discharge planning, provided with information and support at the hospital, and referred to their local Carers Centre for ongoing support.

Centre Manager: Laura McKenzie	Team: Impact and Reach	
Reporting To: Bruce Leckenby	Location: 1a Bank Street, Falkirk, FK1 1NB	
	Hours: 35 hours per week	Salary: £27,954