

# CarersBucks

## **Job Description**

### **Carers Support Worker – Amersham, High Wycombe, Wexham Park and Stoke Mandeville hospitals**

HOURS: 22.5 hours worked over a three day week – core hours 9.00-17.00 with some evening and weekend work

SALARY: £21,000 - 22.250 (pro-rata)

RESPONSIBLE TO: Hospital Hub Coordinator

## **Job Purpose**

To deliver an effective support service by identifying and supporting carers within Amersham, High Wycombe, Wexham Park and Stoke Mandeville hospitals and to work with hospital staff to ensure that they take carers properly into account in patient care.

## **Location**

Home based

## **Duties and responsibilities:**

### **Service establishment and coordination**

- To ensure the carers support service in the Amersham, High Wycombe, Wexham Park and Stoke Mandeville Hospitals delivers on contractual and funding commitments including delivering an effective, quality service to carers
- To establish and maintain relationships with key personnel in the hospitals to facilitate the identification and support of carers
- To act as a champion for the carers service within the hospitals including contributing to the development of flyers and other promotional materials and giving talks and presentations on the work of Carers Bucks as necessary
- To maintain good contacts with other agencies offering support to carers and the person they care for to ensure carers accessing the service are supplied with the most up to date information to support them in their caring role and to establish Carers Bucks as the focus of carer support within the hospitals
- To identify carers, register them, and offer immediate support and onward referral to the wider services of Carers Bucks and other relevant services and organisations
- To maintain up to date knowledge of local services to ensure all carers accessing the service are offered the information they seek whether directly or by onward referral to other organisations
- Ensure that the delivery of the service is carried out collaboratively, contributing to and maintaining effective working partnerships with colleagues and partners
- To seek out opportunities to reach more carers of all ages within the hospitals including conducting ward visits
- To maintain statistical records as necessary for the preparation of contract reports and other data requests

- To ensure maintenance of records and documentation, ensuring all data management requirements are met
- Keep up to date with changes in legislation and local services which may affect the lives of carers and/or impact Carers Bucks services
- To support media and outreach work, including participating in media and other stakeholder engagement activities
- Achieve targets set by the Hospital Hub Coordinator and ensure compliance with best practice and other guidelines.
- Undertake day to day administrative tasks and attend team meetings
- Undertake relevant training and be pro-active in assessing own training needs
- Participate and represent Carers Bucks in promotional activities, e.g. AGM, Carers Week, Carers Rights Day, open days, events and conferences
- To identify and support carers who are willing to talk to the media about their caring role
- To cooperate with and support Carers Bucks fundraising team
- Any other duties as reasonably required by Carers Bucks

### **Other responsibilities**

- Monitor and maintain a safe and secure working environment at all times.
- Adhere to Carers Bucks policies and procedures
- Ensure confidentiality of client information as appropriate, including compliance with data protection legislation and guidelines
- Work flexibly to ensure support for carers is available during agreed hours
- Some evening and weekend work is expected as part of your normal designated hours

### **Person Specification**

#### **Qualifications and Experience**

- At least two years' experience of working within the advice/information field (E)
- Experience of working with carers (D)
- A good general level of education to GCSE level or equivalent (E)
- A full driving licence and access to own transport (E)

#### **Knowledge and Understanding**

- A clear understanding of the issues affecting carers and their support needs (E)
- Understanding of welfare benefits system and welfare reform (D)
- Understanding of the needs of carers and of the issues around access / barriers to services (E)
- Demonstration of a commitment to equality and diversity (E)

- Ability to understand and apply safeguarding policies and procedures (E)

### **Competencies**

- Excellent verbal, listening and written communication skills (E)
- Experience of record keeping, monitoring systems and outcome measures (E)
- Ability to manage own workload and proven time management skills (E)
- Good general level of office IT skills and experience of using database systems (E)
- Ability to advocate for carers (D)
- Ability to find creative solutions to complex problems (D)
- Effective networking and influencing skills (E)
- Supporting people who may be distressed (E)

### **Personal Attributes**

- Highly self-motivated with ability to use own initiative (E)
- A willingness to actively participate in training and development opportunities (E)
- A willingness to work some evenings and weekends (E)
- Ability to promote the needs of carers and the work of Carers Bucks (E)
- A positive can do attitude (E)
- Commitment to the values and ethos of Carers Bucks (E)
- An empathetic and non-judgemental approach (E)

E = Essential

D = Desirable

This post is subject to an enhanced DBS check.