

JOB DESCRIPTION

JOB TITLE:	Hospital Discharge Grant Carers Support Worker
JOB PURPOSE:	To Support Informal Family Carers in Their Role of Supporting the Cared for Being Discharged from Hospital & Returning Home Successfully
ACCOUNTABLE TO	Team Manager
SUPERVISED BY	Head of Information & Advice

DUTIES AND RESPONSIBILITIES

To establish, develop and co-ordinate the work of the Hospital Discharge Grant Scheme within the Leicester Carers Support Service, for carers over the age of eighteen living in the City of Leicester. The post will be based at Clarence House, Humberstone Gate, Leicester and the post holder will be expected to work with both individual Carers and groups across the City of Leicester. The Carers Support Worker will also be required to support in the strategic development of the service.

MAJOR TASKS

1. Establish, develop and co-ordinate the work of the Hospital Discharge Grant Scheme for the period of the contract within the Leicester Carers Support Service for carers, over the age of eighteen, living in the City of Leicester. The post holder will be expected to work with both individual carers and groups across Leicester.
2. To facilitate and process Hospital Discharge Grant claims in a timely manner, informing the carer if the claim has been successful or not. If not successful, informing the carer as to the reasons why.
3. To carry out a 6-week review with the carer to ascertain if the cared for is still at home and gain the carers views on the impact of the grant on them and their satisfaction with the service.
4. Working within the organisation raising awareness of carers needs around the discharge process with mainly professionals.
5. Visiting teams of professionals involved in the discharge process to continue to raise awareness about the Carer Support Service and other carer support.
6. Visiting community groups to talk about planning for hospital admissions with carers encouraging their input to the process, and what planning is required.

7. Ensuring the information at the discharge stage for carers on sites and in hospitals is clear and accurate.
8. Act as an additional support to the main service, focusing on hospital discharge cases while helping carers build self-management skills and access the help they need.
9. To provide a range of preventative, community-based support opportunities and information for carers, over the age of eighteen from all communities living in the City of Leicester.
10. To provide information and advice through the Carers Hub, group activities carers' breaks, drop-in sessions, carer learning, one to one support and peer support.
11. To develop carer confidence, skills and knowledge and increase awareness of Adult Social Care processes and access to entitlements and rights, utilising strength-based approaches.
12. Enable carers to have the information they need to make choices and decisions.
13. Facilitate active engagement and consultation processes with carers across Leicester.
14. To provide support and cover to the Team Manager.
15. Help to ensure that a robust system is maintained, through the Charity Log database, to manage, allocate and facilitate referrals to the service.
16. Help prepare and maintain up to date and regular reports and statistical information, using the Charity Log database, on the work of the service, including both qualitative and quantitative reports.
17. Maintain an up-to-date knowledge of issues facing carers, including changes in legislation and both local and national strategies.
18. To promote and respect the diversity of carers and encourage cultural sensitivity.
19. When required attend key meetings, such as the quarterly monitoring review meetings & carers delivery group.

Training and Development

1. Undergo mandatory and departmental training and development as required.
2. Evaluate training undertaken and integrate it into your work programme.

Health and Safety

1. Adhere to Age UK Leicester Shire & Rutland's Health & Safety Policy and related policies mentioned therein.
2. Where applicable ensure project activities are risk assessed in line with the organisation's Health and Safety policies and procedures.

Working Practices/General

1. As well as the Health & Safety policies and procedures above, adhere to and implement all other Age UK Leicester Shire & Rutland's policies and procedures as well as the Personal Care Policies if relevant to your role.

Details of these and other Age UK Leicester Shire & Rutland policies can be found in [F:\COMMUNAL FOLDER\POLICIES](#) or on the Select HR self-service portal.

2. Age UK Leicester Shire & Rutland is committed to its charitable aims, and fundraises in order to provide accessible services for the older people of Leicester, Leicestershire and Rutland. Age UK Leicester Shire & Rutland expects all its employees to partake, when possible, in events which support these charitable aims.
3. Age UK Leicester Shire & Rutland expects all staff to have basic IT skills to enable them to use the systems within the organisation and have a willingness to embrace new technology as it is introduced. Training will be provided to staff who require it.
4. To undertake any other duties that may reasonably fall within the purview of the job.

This Job Description sets out the responsibilities of the post at the time it was drawn up. Such responsibilities may vary from time to time without changing the general character of the post or level of responsibility entailed. Variations are a common occurrence and do not of themselves constitute additional responsibilities.

Signed: _____

Date _____

Please print name: _____