

**Hospital Discharge Carer Support (based in hospital)**

**Job Description and Person Requirements**

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| **Job Title**  | Hospital Discharge Carer Support worker |
| **Salary Range**  | £26,343 dependents on experience.This rate includes increments for extended hours and 7-day rota |
| **Hours**  | 37 hours per week available; to be worked over a 7-day rota including varied hours with start and finish times of 9.00 am and 6.00 pm  |
| **Reporting & Partnership Arrangements**  | Reporting to the Age UK Stockport Hospital Discharge Support (HDS) Team Lead Working as a part of the Age UK Stockport HDS team under the overall management of Hazel Batty, Senior Lead Community & Hospital. Also liaising with the relevant staff from Signpost Stockport for Carers working with the Carers Hospital Discharge Project. |
| **Contract and**  | Contracted to Age UK Stockport 12 month contract subject to 3 month probationary period.This post is funded through Greater Manchester’s Accelerating Reform Fund |
| **Location**  | Based at Stepping Hill Hospital’s Integrated Transfer Team, or other designated Discharge to Assess (D2A) settings with the NHS Integrated Care Business group and mainly required to be on-site at Stepping Hill Hospital or other designated site; will include some working across the Stockport community as required to support discharge. Some home-based working may be required in specific and limited circumstances. |
| **The Role**  |
| **Core Purpose**  | As part of the new Hospital Discharge Project, promote having a presence at the hospital speaking to carers in person and coordinating communication and support for them.Support and advocate for carers in multi-disciplinary meetings on the wards.Working as part of the Hospital Discharge Support Team to contribute to, and in close collaboration with, the NHS Integrated Care Business staff team and other partners and stakeholders with a focus on unpaid carers within this system.Age UK Stockport Hospital Discharge Support Team operates with a ‘Home First’ approach and offers support where required to Stockport residents being discharged across Hospital Discharge Pathways 0-3.

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| Pathway 0  | Patient discharged home without statutory support |
| Pathway 1 | Patient discharged home with a package of care +/ homed based therapy |
| Pathway 2 | Patient requires a STP and /or rehab in a bedded setting |
| Pathway 3  | Patient requires 24/7 placement in a care home setting (residential/nursing)  |

A Home First Approach is providing people with support at home or intermediate care. Wherever possible, people should also be supported to return to their home for assessment, thinking about what intervention could support this person to be at home safe and live well. |
| **Main Role**  | To work positively to provide appropriate services to the unpaid carers of those Stockport residents who are being discharged from Hospital. The Service is focused on working with carers to ensure that they have the information and support they need when the person for whom they care is discharged in accordance with NHS Discharge to Assess model across pathways 0-3 with either discharge or urgent step-up requirements.  |
|    **Key Tasks**           | To work as part of the team to deliver meaningful carer and service outcomes, within the remit of the contract specifications and requirements and current Hospital Discharge policy, as updated from time to time.The key aspects of the role, include:* Always working within the Home First Ethos
* Working flexibly and collaboratively in positive partnership with internal and external stakeholders, individuals, agencies, and services for the best outcomes for the person and Service
* Delivering a professional quality service, using encouragement and communication methods as appropriate to ensure that where possible the desired outcomes of the carer and those for whom they are caring are achieved at the earliest point.

This may include:* Working with colleagues to support a robust discharge process, ensuring carers feel a sense of experience a lack of control in the discharge process.
* Supporting with identification of the logistics of what is needed to bring someone home from hospital from the perspective of the carer, including for example the timings of moving & handling assessments and connecting carers with the relevant services that they require on discharge.
* Supporting the attendance by carers at multidisciplinary team (MDT) meetings, encouraging identification of carers and ensuring that there is awareness amongst the clinical team of the unpaid carers and support that they may require.
* Producing an information guide for carers on what to expect from when a MDT meeting is required and what may happen as part of the discharge process
* Relevant and appropriate information, advice and support to people over the telephone and through face-to-face contact in a range of venues including, hospital wards, discharge to assess settings in the community and people’s homes. Where possible encouraging self-support and the use of web-based opportunities and solutions.
* Respectful person led support to each person within a framework of a strength-based approach and positive risk taking and where necessary, appropriate referral and signposting
* Delivering carer assessment conversations and providing mutually developed support plans for the person in the caring role
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| **Responsibilities**  | * To prioritise own workload, working closely and positively with the Team Lead/s to ensure the smooth and effective delivery of the Service.
* Have a presence at the hospital speaking to carers face to face and joining up support for them.
* Collect and record information and data and to undertake monitoring, and evaluation as required to support required reporting
* Contribute to the requirement to maintain comprehensive information, knowledge, and intelligence in respect of the Pathway 0& 1 and 2 & 3 market capacity and availability.

Liaise positively, with the statutory, private and voluntary sector as associated with the service. Understand the current issues and requirements generally and specifically regarding hospital discharge. * Assist with maintaining appropriate administrative systems and records to ensure a quality and effective operational service.
* Gather and collate statistical and other information and data as and when required and contribute to regular reporting on outcomes, statistics, and case studies
* Undertake Carer Experience Reviews / Feedback Reviews
* Assist with the effective promotion of the Service through voluntary and community sector networks, health and social care services and other services as required.
* Attend and participate in relevant conferences, meetings and training events or other meetings as required in line with the scope of the role.
* To be aware of all Age UK Stockport and Signpost for Carers and activities and always positively represent the organisations
* To ensure that all work is undertaken in accordance with the aims and values of the agencies involved and in accordance with all relevant policies
* To carry out such other duties as the Chief Executive / Senior Leadership Team may reasonably require in line with the role
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| **Strengths** The HDCS Practitioner will deliver by:   | * Being committed to personal growth, learning and development
* Communicating effectively, confidently and diplomatically with a broad range of contacts internally and externally including relatives and professionals
* Having an enthusiastic and good-humoured approach, being positive and work constructively as part of the teams
* Self-motivating, resilient and flexible approach
* Able to work well in a pressurised and busy environment
* Using excellent organisational skills
* Ability of delivering quality service with tight timescales whilst working under pressure; including the ability to reprioritise work when required, for example when the Hospital is in escalation.
* Ability to manage case load and prioritise workload without close supervision
* Ability to work effectively in situations of conflict with integrity and diplomacy
* Ability to represent carers’ views and wishes
* Solution focused with ability to problem solve
* Ability to work within a positive risk-taking service environment
* Self-motivated, enthusiastic with a committed and “can do” attitude
* Ability to work effectively as part of a team
* Positive attitude to older people and ageing
* Commitment to equality and diversity and to working compliantly with legal and policy requirements
* Ability to travel independently to meet the demands of the service
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| **Requirements** The HDCS Practitioner must have   | * Good level of general education and literacy and numeracy
* Reasonable level of IT competency and confident in the use of IT and web based and mobile technology
* Knowledge of a range of services and benefits, entitlements, opportunities for carers and those they care for
* Knowledge and understanding of the key issues in the provision of Residential and Nursing care
* Knowledge and understanding of the key issues facing carers of those who are being discharged from hospital
* Experience in health and / or social work and in:
* working with carers of people who are vulnerable and / or in vulnerable situations; recognising this is often a period of stress and challenge and being able to respond compassionately whilst still supporting discharge.
* multi-agency work across all sectors and working professionally and collaboratively with colleagues and external partners
* working positively in a Hospital environment and comfortable undertaking home visiting
* using person led, strength-based approaches to support people through life changes
* project work including monitoring, reporting and working to deadlines
* working compliantly with confidentiality, GDPR, health and safety and safeguarding policies
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| **AUKS** **under pinning** **VALUES**   | All workers work in alignment with Age UK Stockport’s Core Values at all times and in all respects; that is internally in the way we behave to each other as well as externally with all our clients, partners and other contacts.  CONNECTED … Working with respect for all in a fair and equitable manner, and together with others in the local community. CONFIDENT … Confident in our integrity and our effectiveness; working with a positive, bold and supportive approach. CREATIVE ... Adaptable, innovative, and resourceful; solution and outcome focused. In addition, all staff work in a holistic way and with a strength based approach to all people and situations.    |
| **Employee Benefits**  | You will be rewarded with knowing that you have been part of a committed team that helps to change people’s lives, and is supported with comprehensive polices for quality operations, effective health and safety, and an active commitment to environmental issues and social value activities.   You will also receive some great direct benefits: * 25 Days Leave plus bank holidays (pro rata)
* Flexible & Hybrid working options
* Occupational sickness pay, maternity, paternity and adoption leave policies
* Access to auto enrolment Pension Scheme
* Continuous Professional Development Opportunities including a range of Training options
* Wellbeing policies, support & benefits
* Environmental Policies and plans
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| **Application Process**  | To arrange to discuss the role please contact Hazel Batty at Hazel.Batty@ageukstockport.org.ukSubmission of CV to HR@ageukstockport.org.uk  |

The nature of this post will require flexibility and therefore, this job description is not intended to be exhaustive.  The post-holder will be expected to adopt a flexible attitude to the duties, which may have to be varied (after discussion with the post-holder) subject to the needs of the service and in keeping with the general profile of the post.