



Hospital Carer Project Officer (City Square Mile – based at St. Bart's Hospital)

Recruitment Pack

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AUKEL: Our vision, values and strategy

Vision

We want East London to be a place where people age well, and where older people live happy, healthy and fulfilled lives.

Strategy

We have launched an ambitious new five-year strategy which was informed by the voices of older people in East London. Older people told us as part of our strategy consultation that they want to:

Be independent,

Be connected,

Be informed and

Be heard.

All our service delivery ambitions are clustered under these four headings.

Values

The way we do things is as important as what we do. We use the values agreed below, to frame our whole organisational approach.

Kind

Accountable

Collaborative

Flexible

Inclusive

About Age UK East London (AUKEL)

The organisation

Age UK East London (AUKEL) is a local independent charity, which is part of the national Age UK network. We work across Tower Hamlets, Hackney and Newham to deliver services which support older people to live healthier, happier and more fulfilled lives.

Our work

Each year we support around 20,000 older East Londoners by providing flexible practical and emotional support in homes, hospitals and in the community. Our boroughs have the country's highest pensioner poverty in the country, further exacerbated by the current cost of living crisis.

How we help:

1. We tackle poverty

Each year our advice service supports over 2,000 older people to claim £3.2million in welfare benefits, grants and relief entitlements. During the cost of living crisis we distributed £42,000 worth of emergency vouchers for food, helping older people ensure there was food in the fridge.

2. We alleviate loneliness

According to a national model, Tower Hamlets has the highest rates of loneliness in London and in England. Our East End Friends initiative teams housebound older people who'd like a bit more company with a volunteer to visit them at home. 92% of older people said they felt less isolated and lonely and 100% of volunteers would recommend the scheme.

3. We improve health

Many older people live alone and struggle to manage around the home. Our home from hospital service supports 3,000 older people to return to a safe and warm home. Just 6% are readmitted to hospital within 28 days compared to 15.3% in areas where there aren't these services.

4. We increase independence

Many older people in our boroughs have very poor health. For example, at age 65, women in Tower Hamlets can expect just six more years of good health, which is the lowest in London and almost the lowest in England. This reduces their quality of life and can make it harder to remain independent. As well as increasing income and addressing loneliness (both determinants of health) we offer yoga, walking, and chair-based exercise groups at our community centre in Bow. 87% of participants said they are more independent as a result.

About the team

We are a friendly, welcoming team of c. 70 staff and c. 70 volunteers. As well as many new starters we have several colleagues with 20+ years of service. You can read about our senior team on our website <https://www.ageuk.org.uk/eastlondon/about-us/senior-staff/> , and here's a picture of a few of us at our EID celebration in April 2024



Job description

Job Purpose

- The Hospital Carer Support Navigator will play a crucial role in helping unpaid Carers to get the right support at the right time to help them access the appropriate Carer related support in the respective boroughs. This role works with individuals in a person centre way and support Carer needs by making it *Personal, Coordinated* and *Enabling*.
- They will work closely with ASC Duty Social Workers and other partners in Health & Social Care to support Carers in the hospital and ensure they have the necessary information and support.

Key Tasks

- Being present and visible within their allocated Hospital sites – to both residents/cares and staff
- Being ‘expert’ in the statutory and non-statutory Carers support services available in their allocated area – and across NEL more broadly – recognising that many carers access Hospital sites outside of the borough in which they live (we will be developing a ‘directory’ of NEL wide Carers services as part of the project to support this)
- Having a comprehensive understanding of the current and emerging legislation surrounding carers, their entitlements and the Statutory Carers Assessment process
- Building and maintaining good working relationships with hospital staff – to promote best practice around the identification, support and recording of Carers (in line with the Carers Hospital Discharge Tool kit’). This could include the delivery of Carer Awareness training/sessions for Hospital Staff
- Attending Multi-Disciplinary Team meetings as / when appropriate.
- Effectively explaining what a carer is as many people don’t see themselves as a carer
- Identifying carers within the hospital – ideally at the earliest possible stage/ the point of admission
- Actively promote local carer support services within the hospital
- Informing the Carer, they have the right to a carers assessment and supporting a referral to the relevant Local Authority/Provider where necessary
- Helping to give Carers a ‘voice’ within the Hospital and support them to be engaged in care / discharge planning wherever possible/appropriate

- Ensuring that any identified carers have been informed of the broader support available to them and ‘intelligently signposting’ them
- Attending monthly team meetings with the Project Manager, evaluation partner and other Hospital Carer Support Workers to review impact data, share learning and identify opportunities to maximise impact
- Attending quarterly project partnership board meetings with all members involved in the project
- Attending any meeting/ events as appropriate within their carers support service
- Proactively escalating any issues and or ideas about how services can be improved to Hospital leads and the Project Manager
- Co-producing and delivering the TEC pilot
- Working with the evaluation team on key findings and data from the project

Administration

- Keep accurate and up-to-date records of contact with clients, including the use of relative databases (relevant training will be provided) and the Age UK East London Charity Log data base.
- Provide additional data as required e.g., case studies, outcomes monitoring
- Each Hospital Carer Support worker/provider will be required to submit monitoring data to the Project Manager monthly.
- Data from the first 3 months of delivery will be captured and base-lined, and Hospital Carer Support Workers will be expected to increase their activity/reach by 5% in each additional quarter of project delivery.

Quality

- To deliver all work in line with Age UK Quality Mark standards
- To ensure that all work is in compliance with the Care Act 2014
- To attend mandatory and discretionary training as required
- To be familiar with and to implement Age UK East London’s policies and procedures

General

- To meet regularly with line manager for support, supervision and appraisal.
- To attend team and staff meetings, (and other meetings) as required.

<ul style="list-style-type: none"> • To undertake any other duties within the competence of the post holder as may be required from time to time for the continued smooth running of Age UK East London. • To undertake all training required to fulfil the role. • To carry out the duties of the post in accordance with Age UK’s East London’s policies and procedures including EDI, Health & Safety, Confidentiality, Complaints, GDPR, Safeguarding Vulnerable Adults.
Functional Links
<ul style="list-style-type: none"> • The role reports to allocated Project Service Leads • Close working relationship is required with a Carers lead from each respective Hospital, CoL/Newham ASC teams and Carer support services i.e. Newham Carers Community and Imago.

Person Specification

	Essential	Desirable
Experience	<ul style="list-style-type: none"> • At least 6 months experience of working in health, social care or similar and in direct contact with service users in a paid capacity • Experience of providing person-centred support, delivery and planning • This post requires someone with a mature outlook, able to be supportive while being clear on boundaries. • Experience of attending and participating in multi-disciplinary Team meetings • Experience and knowledge of unpaid Carer’s needs and support services 	
Knowledge & Understanding	<ul style="list-style-type: none"> • Thorough and up-to-date knowledge and understanding of policy and practice in Adult Social Care and Health, including the principles of personalisation • Can demonstrate an approach to gaining knowledge of local services • Knowledge of a range of multi-disciplinary professionals who are involved in a patients’ care, ensuring a smooth and coordinated approach, especially where multiple agencies are involved 	

Skills/Attributes	<ul style="list-style-type: none"> • Basic or Intermediate IT skills • Can demonstrate AUKEL values (accountable, kind, flexible, inclusive, collaborative) in the way the service is delivered. • Commitment to learning and development and reflective practise. 	
Additional Requirements	<ul style="list-style-type: none"> • This post is subject to the relevant check through the Disclosure & Barring Service (DBS) • Flexibility in working hours and travel across varied working locations including hospitals/surgeries 	

Employment Details

Contract type

This contracted post is a fixed term contract for 12 months for 35 hours per week. We welcome application for flexible working including reduced hours and other flexible working arrangements.

Location

The post holder will be based predominantly at St. Bart’s Hospital in City Square Mile.

Salary

Between £28,840 and £31,930. Plus 5% employer pension contribution.

We have recently introduced a salary bands system. This salary range refers to the lowest and top steps of the grade. Salary will progress every year until the top salary is reached.

Holiday entitlement

25 days (pro-rata for part time) of paid holiday per year plus bank holidays. This increases after two years of service to 27 days, and then a further one day per every year of service up to a maximum of 30 days after five years of service. In addition, all employees are entitled to one day off on (or around) their Birthday.

Conditions of employment

The job offer is subject to the receipt of two satisfactory Employment References, an enhanced DBS Check and evidence of relevant Qualification.

How We Value Our People

Learning and development

We are committed to supporting our staff through a variety of training, e-learning, workshop and shadowing. A training needs assessment is carried out annually. During the appraisal and reviewed during supervision. The majority of vacancies are advertised internally to encourage staff to progress their careers within the charity.

Flexible working policy

We welcome flexible working requests from day one and anyone can make as many requests as they wish to.

Family Friendly Policy

We have a competitive Family Friendly Policy which includes maternity, paternity adoption and shared parental leave. We have an enhanced maternity and paternity pay policy based on the length of service.

Sick leave policy

We also have a competitive sick pay policy which will give you up to 4 months full pay and 4 months half pay after 4 years of service.

Death in service insurance

We have a Death in service insurance which will help your family to cope financially should something happen to you while employed with us.

Employee assistance programme

We offer an Employee Assistance programme called WeCare which includes 24/7 online GP, Get fit programme, Mental health support, Financial and legal guidance.

Menopause and menstrual policy

The policy supports employees in their ability to adequately self-care during their period and menopause, while not being penalised by having to deplete their sick leave.

Open Door policy

The purpose of policy is to encourage open communication, feedback, and discussion about any matter of importance to an employee.

Wellbeing policy

The policy is aimed to promote mental wellbeing among staff and volunteers and tackle the causes of work-related mental health problems.

Duncan Robertson Award

For the outstanding contribution to the wellbeing of older people.

Cycle to work scheme

The scheme allows employees to obtain commuter bikes and cycling accessories through their employer, whilst spreading the cost over 12 months and making unbeatable savings through a tax break

Other benefits

Through Age UK National we provide the BUPA Employee Assistance Programme, the Blue Light Discount Card, access to a discount portal provided by AON and Ticket for Good.

Next Steps

How to apply

To apply, please complete the application form on our website.

Recruitment Timetable

Deadline to receive applications: 17th March 2025 at 9.00am

1st stage interviews: Week commencing 24th March 2025

Have any questions? If you want to find out more about the recruitment process or the role, please contact our HR department by emailing on: recruitment@ageukeastlondon.org.uk