

**Enhanced Carers Support Worker – Secondary Care**

# Job Description

**Job Title**: Enhanced Carers Support Worker – Secondary Care

**Accountable to**: Head of Services

**Responsible to:** Service Manager

**Reporting to**: Enhanced Carers Support Team Leader

**Location**: Salford, primarily based in hospital and community settings

**Salary**: NJC Scale Point 23, £20,849 p/a pro rata

**Hours:** 35 hours per week (initially a 12 month contract)

## Job Summary

The role of the worker is to work as part of a team developing a proactive and effective Carers’ Service, primarily in secondary care settings in Salford. Addressing the gap in provision for intense targeted support to be offered to carers who are significantly impacted on at key stages of the health and social care pathways.

This project seeks to tackle these issues through ensuring that carers identified within an acute setting in Salford can benefit from an intensive 6 week package of support which will be designed to ensure efficient discharge, prevent readmission and enable carers to be linked into local support opportunities.

The role will develop appropriate support ensuring that carers from a wide variety of backgrounds are aware of their rights and are receiving the support and services that they require.

The role will also provide information, advice and support to individuals and groups of adult carers as well as professionals and other organisations.

## Job Purpose

* To identify carers in hospital settings and help to support them by offering an intensive package of tailored support.
* To develop a proactive Carers’ Service that raises carers’ issues and their needs both on local and national levels.
* To provide access to information and advice to carers within their own localities.
* To work closely with a range of diverse community groups and organisations seeking to ensure that carers from these groups are aware of their rights and how their needs can be met.
* To support and enable carers and former carers to participate in the design and development of health, social care and community services.

## Duties and Responsibilities

* Work as part of the team developing and contributing to the provision of services for carers and providing support to carers in Salford.
* Participate, as directed, in the day-to-day running of the Carers’ Service.
* Help to identify carers, liaising with specialist professionals to ensure the assessment of carers’ needs and the provision of appropriate support.
* Provide practical and emotional support to individual carers, as appropriate, and to groups of carers.
* Liaise with, work alongside existing support groups, and facilitate the development of further groups.
* To undertake assessments of need for adult carers, produce written assessment reports and reviews as and when required.
* To maintain a clear record of all activities with individual carers via the recording system used by the service.
* Contribute to the review, development and implementation of Salford Carers’ Strategy.
* Using appropriate networks to raise awareness of carers’ needs within statutory, voluntary and independent organisations.
* Contribute to the development of policies and strategies to promote the interests of carers.
* To keep up to date with carer related developments in government and local authority policy, and in all other organisations working with carers.
* Work with the staff team of the Carers’ Service and its partners to use such information for the support and development of services to carers in Salford.
* Work with the other team members to devise innovative ways of engaging with carers, health professional and social care professional.
* Encourage and contribute to the development and accessibility of services for Adult Carers in Salford.
* Keep abreast of developments locally and nationally in relation to Adult Carers.
* To work with colleagues at Salford Carers Service to ensure that Adult Carers issues are included with respect to wider carers developments.
* Ensure the involvement and consultation of Adult Carers in the projects activities.
* Contribute to the newsletters, website and to meetings.
* Maintain a general understanding of the work of the whole organisation, and attend staff meetings/events.
* Participate in joint activities e.g. National Carers Week, open days and other promotional activities.

**Additional Duties and Responsibilities**

* Adhere to Gaddum Centre’s Safeguarding Policy and report any concerns regarding an individual’s safety.
* To undertake and maintain Risk Assessments for area of work in the programme.
* Promote the work of Gaddum Centre and safeguard its good name and reputation at every opportunity.
* Promote Gaddum Centre events and activities
* To adhere to Gaddum Centre Policies and Procedures.
* To be aware of personal safety and security when carrying out work.
* To promote the work of Salford Carers’ Centre.
* To maintain privacy and confidentiality in line with Gaddum Centre’s policies and procedures.
* To respond to enquiries and calls coming into the centre in a professional and

knowledgeable way.

* All other duties reasonably associated with the role associated with the role.

The details contained in this job description, particularly the principal accountabilities reflect the content of the job at the date the job description was prepared. It should be remembered, however, that it is inevitable that over time the nature of individual jobs will change; existing duties may be lost and other duties may be gained without changing the general character of the duties or the level of responsibility entailed. Consequently, this job description may be revised from time to time.