

CASS THE CARERS ASSOCIATION

JOB DESCRIPTION

Title of post:	Health Liaison Worker
Hours of work:	25 hours per week to be worked flexibly Mon – Fri Some evening or weekend work may be required occasionally to meet the needs of the Organisation.
Salary:	£12,592.32
Responsible to:	Chief Operating Officer (C.O.O)
Responsible for:	This post has no responsibility for staff
Pension:	Auto enrolment
Holiday Entitlement:	23 days (plus one additional day for every year of service up to a maximum of 5) plus 8 statutory holidays
Probation period:	6 months
Length of Contract:	TBC
Place of Work:	F2/F4 Tollgate Court, Tollgate Drive, Stafford. ST16 3HS

Background:

CASS The Carers Association is a registered charity providing services within the districts of Cannock Chase, East Staffordshire, Lichfield, South Staffordshire, Stafford and Tamworth since 1996. The charity provides advice, information and support to family members or friends of any age who may or does care for someone living with a long term illness or disability. Support for Carers is provided in a variety of ways, including telephone support, face-to-face meetings and support in group situations

CASS is currently delivering 'Living Well With Dementia' groups and 'Carers Cafes' throughout southern Staffordshire as well as developing Caring Communities Link Work in South Staffordshire. The Health Liaison Worker is a post which has developed from a very successful initial project working within G.P. practices. CASS puts Carers at the heart of everything it does and now wants to develop the post further to support Carers (and consequently the person they care for) within a hospital setting.

Aims of post:

To be mainly responsible for visiting local GP surgeries, local hospitals and health care providers to raise the awareness and recognition of Carers using a social action model.

To assist these providers in looking at how they can make their place of work Carer friendly and to sign up to become a Carer friendly organisation/service. To provide assistance with any policies/procedures relating to Carers and to actively encourage them to sign up to receive information from CASS to increase their team's knowledge and understanding when supporting Carers within their health care setting.

To develop working relationships within local hospitals to encourage teams to recognise Carers and offer appropriate referral and signposting with regard to advice and support if required.

To offer advice, support, guidance and signposting to family Carers identified within the health care setting to enable them to continue in their caring role and be mindful of the effects of caring on their own health and wellbeing.

To offer flexible support on a needs led basis to the full range of CASS services.

Main Tasks and Responsibilities:

1. To follow project work streams as determined by the Chief Operations Officer, undertaking community engagement and awareness raising and information gathering as appropriate.
2. To promote the 'think Carer agenda'
3. To develop positive working relationships with health care professionals and support staff within G.P. surgeries and local hospitals.
4. To provide Carer Awareness bite sized training for health care professionals who may have very limited time available.
5. To provide Dementia Friends training and to encourage one person on each ward and / or in each surgery to become a Dementia Champion – training will be provided for you to achieve this.
6. To offer advice, support, guidance and signposting to family Carers identified within the healthcare setting.
7. To maintain an awareness of current carer issues, key contacts and, services.

8. To assist in publicising the work of CASS both with Carers and professionals, through information distribution, talks, presentations and outreach and social media.
9. To provide regular monitoring and accurate reports (including customer satisfaction) to the Chief Operating Officer.
10. To support established projects with cover for holiday and sick leave or increased demands in other departments, when necessary at the request of the Chief Operating Officer.
11. To manage and prioritise own workload in agreement with the Chief Operating Officer.
12. To participate in regular team meetings and to work as part of a team to ensure continuity and the effectiveness of CASS.
13. To develop and work with volunteers (as appropriate) in supporting some of the tasks and responsibilities of this post.
14. To carry out duties of the post with strict adherence to all CASS policies and procedures and to consult and liaise with the Chief Operating Officer with regard to the key aspects of the work, and to supply him/her with monthly statistics/reports and other information as required and to co-operate in any Quality Assurance exercise.

Additional Duties:

It is in the nature of the work of CASS that tasks and responsibilities are in many circumstances unpredictable and varied. All employees are therefore expected to work in a flexible way when the occasion arises so that tasks, which are not specifically covered in their job description, are undertaken. These additional duties will normally be to cover unforeseen circumstances or changes in work and will normally be compatible with the regular type of work. If the additional responsibility or task becomes a regular or frequent part of the employee's job, it will be included in the job description in consultation with the employee.

Staff Development:

1. All staff undergo an Induction programme that gives clear guidance on the aims and values of the Organisation and acceptable standards of performance and behavior in carrying out their role.
2. The post holder will receive regular one to one supervision and support, in line with CASS policy.

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3. Further training opportunities for professional and personal development will be provided, as appropriate and according to identified need. This may be as an individual or as part of the CASS team.