



Carers
First

Candidate Pack
Hospital Carer Support Worker

Welcome

Thank you for your interest in working for Carers First as our next Hospital Carer Support Worker in Waltham Forest and Haringey.

This is an exciting time to be joining the charity as we begin delivering our new, ambitious three year strategy and start to look at our goals for the future. Over the last three years we have considerably grown our reach and support for carers, evolved our operations, forged new partnerships and improved our ability to measure the impact of our support, with and for, carers.

We are looking for a Hospital Carer Support Worker

If you have the passion and drive to make a difference and you have the experience and skills we are looking for, we are keen to meet you - and welcome you to our dedicated and talented team.

Warmest wishes

Alison Taylor
Chief Executive



About us

We understand that life as a carer can be challenging. Getting the support and help you need shouldn't be.

Any of our lives could be turned upside down due to the ill-health, frailty or disability of a family member or friend. In fact, two in three of us can expect to become a carer in our lifetime.

There are currently 5.7 million unpaid carers in the UK, however carer charities estimate that number could be as high as 10.6 million. Their huge contribution saves our economy £162 billion each year - the cost of a second NHS. Each carer's needs and situation are unique, but many face similar challenges. They can struggle to balance employment, finances, or their own wellbeing and time for themselves with their caring role. They may not be aware of the help and support available to them - and that is why we are here.

Carers First works directly with, and for carers, providing personalised information and tailored support in the way that suits them: online, on the phone, or face to face in their local community. With the help of our supporters and volunteers, we can continue to be there for carers, helping them find balance, and to live their lives to the fullest - today, and for years to come.



Our values

We are:

Positive

We are dedicated to working with carers to make a positive, material difference in their lives. We celebrate diversity and work in an inclusive, positive and supportive way, actively listening and valuing everyone's contribution.

Collaborative

We recognise the importance and strength of working in collaboration with local and national organisations to deliver improved support to carers. We also know the importance of collaborating with our Carers First colleagues, sharing knowledge and learning, being curious, respecting differences and working with integrity and transparency.

Ambitious

We are ambitious and tenacious in our determination to support more carers in better ways. We will innovate and develop our programmes of support so more carers are able to obtain the support they need, at the time they need it, to achieve a balance in their lives and enable them to live their lives to the fullest.

Diversity and Inclusion

We are proud to be a diverse and inclusive workplace.

Carers First is committed to promoting equal opportunities in employment. Employees and any job applicants will receive equal treatment regardless of age, disability, gender reassignment, marital or civil partner status, pregnancy or maternity, race, colour, nationality, ethnic or national origin, religion or belief, sex or sexual orientation (Protected Characteristics).

Carers First has an absolute commitment to equality and diversity which is about:

- Recognising and valuing difference.
- Recognising and seeking to redress inequality and disadvantage.

Our commitment is firmly founded on our belief that:

- To offer services that are personal, committed and creative we need a diverse staff team who can respond to our carers as individuals.
- To attract, keep and motivate the most talented staff, we need to:
 - Reach out to all sections of the community.
 - Provide a working environment in which everyone feels valued, respected and able to contribute.

Both as a service provider and an employer, we aim to be empowering, supportive and to offer as much flexibility as possible in order to help everyone realise their full potential as carers or employees of Carers First.

The charity recognises that true diversity in service delivery provision and within the staff group also involves a willingness to act, where necessary, at combating the effects of existing barriers to fair and equal treatment.

Our strategy 2024-27

Carers First has introduced our new three year strategy, to spell out exactly how we will help more carers access the vital support and services they need so we can make a real difference to their lives.

Our latest strategy was developed by a range of people from staff, trustees and funders but also colleagues in social care, health, schools and, most importantly, carers themselves.

With their collective views and opinions, we've formed a strategy that will enable us to reach and support even more carers and make a positive, material difference to their lives.

Strategic Objectives

Our new three year strategy will enable us to grow our work to reach and support significantly more carers, deliver innovative programmes of support in coproduction with carers and forge new collaborations to scale our reach, support and impact.

Over the next three years Carers First will:

1. Reach and engage more carers early in their caring role
2. Achieve the highest quality of support possible, so we can maximise the difference made to carers lives
3. Develop new innovative models of collaboration, delivery and programmes with the potential to scale our reach and impact
4. Champion talent and diversity
5. Grow and diversify our income to enable us to achieve more for carers.

Our services will be designed with carers, ensuring the support we offer is inclusive and accessible to all carers in different communities.

By joining Carers First, you will play a vital part in helping us achieve this. You can help us achieve something amazing.

Our impact and reach

Last year, we reached over **376,000 carers** through digital services and face to face activities. We have been able to make a material difference in carers' lives and we can evidence that carers feel more confident, informed and resilient in their caring role.

We are growing, and currently have over **50,000 carers registered** with us.

We are reaching more carers through our digital services, with over 230,000 users on our website last year, as well as a 10% increase in email subscribers and 18% increase in social media followers.



Join our team

When you join Carers First, you join a vibrant, inclusive, and supportive team who all have a shared interest in supporting unpaid carers to continue living their lives to the fullest, across the country.

In a community dedicated to caring, we believe that our employees and volunteers really do make a difference, therefore, we emphasise the importance of learning and development, as well as actively encouraging them to develop their skills with our fantastic learning and development programme. This means that all of our team become the best that they can be, whilst helping others do the same.

The role

Job Title:	Hospital Carer Support Worker
Salary range:	£28,500 per annum
Contract:	Fixed term until November 2025
Hours:	37hours per week
Location:	Whipps Cross Hospital with some option for home working and travel to Waltham Forst for team meetings.

Job Description

Job title: Hospital Carer Support Worker

Reports to: Service Manager (Waltham Forest and Haringey)

Purpose of the role: to improve the recognition and identification of carers within the Hospital setting (Whipps Cross Hospital). Providing information, advice and guidance to carers and effectively linking carers to ongoing support to increase 'successful' Hospital discharges.

Job Overview

The Hospital Carer Support Worker will:

1. Improve the recognition and identification of carers within the Hospital setting (Whipps Cross Hospital)
2. Provide personalised information and advice to carers, which will enable them to build resilience and balance their caring responsibilities and lives.
3. Effectively link carers to ongoing support to increase 'successful' Hospital Discharges.
4. Work in co-production with carers to drive service improvement.
5. Be an embedded member of the Carers First Team.
6. Ensure accurate data records and evidence of engagements are maintained and engage in project monitoring.

Responsibilities and Duties

- 1. Improve the recognition and identification of Carers within the Hospital setting (Whipps Cross Hospital)**
 - Identifying carers within the hospital- ideally at the earliest possible stage/ the point of admission.
 - Effectively explaining what a carer is and helping to identify carers, as many people don't see themselves as a carer.
 - Building and maintaining good working relationships with hospital staff- to promote best practices around the identification, support and recording of Carers (in line with the [NHS England Carers Hospital Discharge Toolkit](#))
 - Helping to give Carers a 'voice' within the Hospital and supporting them in engaging in care/discharge planning wherever possible/appropriate.
- 2. Provide personalised information and advice to carers, which will enable them to build resilience and balance their caring responsibilities and lives.**
 - Provide tailored information, advice, and support to carers to enable them to make informed choices about their caring role, including hospital discharge and care planning support.
 - Having a comprehensive understanding of the current and emerging legislation surrounding carers, their entitlements, and the Statutory Carers Assessment process.
 - Maintain a professional relationship with carers, recognizing and valuing their role, which enables them to build trust in the quality of the services Carers First and our collaborative partners offer.
 - Use a range of mediums and platforms to provide a blended approach to widen access to services by Carers including digital and virtual online opportunities as well as direct face to face engagement.
- 3. Effectively link carers to ongoing support increase 'successful' Hospital Discharges.**
 - 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 across 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.)
 - Where appropriate liaise with the Carers First community team to provide ongoing joined-up support.
 - Ensuring that any identified carers are informed of the broader support available to them and 'intelligently signposting' them.
 - Informing the carer they have the right to a carers assessment and supporting a referral to the relevant Local Authority/ Provider where necessary.
 - Actively promoting local carer support services within the hospital.
- 4. Work in co-production with carers to drive service improvement.**
 - Work with carers, the hospital, and the wider organisation to assess the training and support needs of carers within the locality.
 - Build relationships with key stakeholder and advocate for carers, ensuring that the needs of Carers are represented in order to enhance and improve the project and inform service development.

5. Be an embedded member of the Carers First team.

- Attending meetings and events as appropriate within the local Carers First service (including team meetings).
- Proactively escalating any issues and or ideas about how services can be improved.
- Providing joined up support for carers with the Waltham Forest community team for a 'seamless' transition for ongoing support.
- Work with the communications team to promote activities through all mediums including e-news and social media.

6. Ensure accurate data records and evidence of engagements are maintained and engage in project monitoring.

- Effectively record and monitor Carer information in accordance with Carers First GDPR Policy.
- In collaboration with line manager ensure all project monitoring data is accurate and kept up to date to be shared with the project manager.
- Ensure that all recordings are within the agreed processes and timeframes and that key actions are recorded.
- As required, provide evidence-based case studies and reports that reflect Carer's feedback.
- 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.
- Proactively escalate any issues and/or ideas about improving services to hospital leads and the project manager.
- With support from the Project Manager, work with the evaluation team on key findings and data from the project.

These are the normal duties that are required for this position, however it is necessary for all employees to be flexible, and they may be required, from time to time, to perform other duties as may be required for the efficient running of the charity. This job description is non-contractual, it will be subject to reviews and may change.

The postholder will take responsibility to integrate safeguarding into all aspects of their work, complying with organisational policies and frameworks.

The postholder will be expected to ensure that their work complies with contractual terms and conditions, the charities polices and procedures and key legislation, including the General Data Protection Regulation (GDPR) and charity law.

Person Specification

Education

- Minimum NVQ Level 2 or equivalent relevant experience.

Skills and Experience

- Experience of working with adults within the health and social care sector.
- Experience of working within a hospital setting.
- Knowledge of the Care Act (2014) and issues which impact on carers.
- Knowledge of statutory and non-statutory Carers support available to carers.
- The ability to demonstrate empathy and to work with carers in professional manner.

Communication and Stakeholder Engagement

- Excellent interpersonal skills and proven ability to develop effective working relationships with a range of individuals, organisations, partners, and funders particularly those within a hospital setting.
- Excellent written, listening, and verbal communication skills.
- Experience of working in partnership with other organisations to deliver support services.
- Good geographical and working knowledge of support services available in Waltham Forest.

IT and Digital Experience

- Highly competent in the use of IT (Microsoft applications, e.g., Word, Outlook, Teams, Video applications e.g., Zoom)
- Experience of using databases to manage workflow and record essential data and contracts.

Personal Qualities

- Demonstrate understanding of and a commitment to the goals of the charity.
- Demonstrate the charity's values in your everyday work: Positive, Collaborative, Ambitious.
- Commitment to the principle of equality and diversity and its practical implementation.
- Self-motivated with the ability to work both independently and as part of a team.
- Excellent time and work management skills with a proven ability to meet timescales and show attention to detail.
- Demonstrate a high level of professionalism, integrity, and emotional resilience.

Rewarding our employees

We provide a reward package for our employees upon joining Carers First.

Our reward package includes:

- 26 days Annual Leave which increases with continuous service + Bank Holidays.
- 1 days Birthday Leave
- Benenden Private Healthcare Membership (following successful probationary period)
- Pension
- Death in Service Benefit
- Employee Assistance Programme
- Carer Passports
- High Street Discount Platform
- Flexible Working Options

How to apply

To apply for a role with Carers First, please complete in full our online application form via our website: <https://www.carersfirst.org.uk/about-us/working-for-us/>

Appointments are subject to Carers First receiving an appropriate disclosure from the Disclosure and Barring Service that we consider acceptable.

We encourage and welcome applications regardless of gender, ethnicity, religion, disability, sexual orientation or age.

If you would like to discuss this role confidentially, please contact recruitment@carersfirst.org.uk, and we will be happy to organise for one of the Team to contact you.

Please note that if you have not been contacted within one week of the closing date, your application has not been successful.

Tips on completing your application

- Read the Job Description and Person Specification carefully.
- Be sure to include in your employment history, details of relevant duties to the role you are applying for and any transferable skills you may have.
- Include any other work or volunteering experience you have which you feel is relevant.
- Read the Skills and Experience required for the role in the Person Specification and demonstrate clearly in your application evidence of how you meet each of these.



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