

Job Description

Job Title:	Senior Practitioner: Hospitals
Salary:	£25,841 per annum
Hours:	37 hours per week
Responsible to:	Chief Operating Officer
Primary Bases:	The Innovation Centre, Kirkleatham Business Park and the TAD Centre, Ormesby Road, Middlesbrough.

The postholder will be required to travel and work in community settings including hospitals within the South Tees areas.

1. **Job Purpose**

- 1.1 To provide a range of information and support services to Carers, including Carers assessments and support plans.
- 1.2 To identify and make contact with Carers of people who are living in Redcar and Cleveland and Middlesbrough by working on an outreach basis in James Cook University Hospital (JCUH) and in community hospitals.
- 1.3 To promote the inclusion of the Carer as an equal partner in the admission and discharge planning processes.
- 1.4 To raise awareness of Carers in JCUH and in community hospitals.
- 1.5 To improve identification and referral of Carers to Carers Together by hospital staff.
- 1.6 To work in partnership with staff in South Tees Hospitals NHS Foundation Trust and with organisations across all sectors, as appropriate.

2. **Duties and Responsibilities**

- 2.1 To provide accurate and relevant information and support to carers about their rights and entitlements, benefits, appropriate services and other relevant issues through individual face-to-face and telephone contacts.
- 2.2 To complete Carers' assessments and support plans with Carers, as appropriate.



supporting and connecting carers in local communities

- 2.3 To provide outreach services daily for Carers in JCUH and community hospitals which may include evening and weekend working.
- 2.4 To identify and implement ways to publicise the service within JCUH and community hospitals.
- 2.5 To signpost/refer Carers to other relevant services and provide Carers' information in a variety of formats
- 2.6 To raise awareness of Carers' issues and needs and the support offered by Carers Together with staff in hospitals through presentations and training.
- 2.7 To work with staff within hospitals to review and develop admissions and discharge processes so that carers are included as equal partners in care and that carers are routinely identified and recorded.
- 2.8 In conjunction with the line manager, to develop qualitative and quantitative measures to demonstrate the impact of the service.
- 2.9 To ensure that the service is evaluated by all stakeholders, including carers and professionals.
- 2.10 To record all casework with Carers daily on Carers Together's database.
- 2.11 To work with, support and provide day-to-day supervision for Carers Together's hospital-based volunteers.
- 2.12 To produce and present monthly reports on the performance of the service to the line manager and to the Project Group.
- 2.13 To identify opportunities for developing the service.

3. General

- 3.1 To participate fully as a member of the staff and volunteer team including attending meetings, sharing information and working collaboratively with other staff and volunteers to ensure all services are delivered.
- 3.2 To work collaboratively with colleagues in other agencies.
- 3.3 To maintain written/electronic records using the organisation's database, provide written reports and attend relevant meetings as required.
- 3.4 To adhere to all service standards, policies and procedures of Carers Together.



supporting and connecting carers in local communities

- 3.5 To administrate and organise own work to ensure that it meets quality standards, deadlines and reporting requirements.
- 3.6 To undertake any other tasks or duties that may arise which are commensurate with the general level of this post and as directed by the designated line manager.

4. Management

The post holder will receive day to day management, supervision and appraisal from the Chief Operating Officer.

5. Working Conditions

The standard working pattern for the role will be Monday to Friday, 9 am - 5 pm, but flexible working options will be considered subject to the demands of the service.

Some evening and weekend working may be required but will be agreed in advance with the postholder.

Overtime will not be paid, but approved time worked in excess of the postholder's contracted hours should be taken as time off in lieu.

Full-time employees have a holiday entitlement of 30 working days (222 hours) per year plus statutory/bank holidays. For part time staff, holiday entitlement is calculated on a pro-rata basis based on their contracted hours.

This job description is intended as a guide to the duties and responsibilities of the post and may be amended from time to time, subject to developing organisational needs, and following appropriate consultation with the post holder.