



## Job Description

### Carers Lounge Coordinator Luton and Dunstable Hospital

Ref: LDLC0907

<b>Job Title:</b>	Carers Lounge Coordinator, Luton and Dunstable Hospital
<b>Job Purpose:</b>	To coordinate an effective service to identify and offer immediate support and signposting to Carers within the Luton and Dunstable Hospital. The Co-ordinator will oversee every service the Carers Lounge offers, co-ordinating volunteers for the maximum benefit to all visiting carers. The service they provide will contribute to the overall vision of <i>Carers in Bedfordshire</i> .
<b>Job Context:</b>	<i>Carers in Bedfordshire</i> is a registered charity that is governed by carers, for carers. Its work is to ensure carers care while maintaining their health and wellbeing, and are properly valued and supported by the government and the community.
<b>Reports to:</b>	Locality Lead, Leighton Buzzard, Chiltern Vale and Luton
<b>Post Type:</b>	Part time: preferred hours 21 hours per week; minimum 14 hours; maximum 28 hours per week. Occasional weekend and evening working required.
<b>Grade:</b>	Grade 4
<b>Salary:</b>	£22,724-£25,203 (pro rata for part time)
<b>Location:</b>	The L&D Hospital NHS Foundation Trust, Lewsey Rd, Luton, Bedfordshire LU4 0DZ. The role will require occasional working at Carers in Bedfordshire's Head Office in Bedford, at Bedford Hospital, and at other venues.

#### **Duties and responsibilities:**

##### **Service coordination**

- To ensure the Carers Lounge service in the Luton and Dunstable Hospital delivers on contractual and funding commitments while delivering an effective, quality service to carers
- To establish and maintain relationships with key personnel in the hospital to facilitate the identification and support of carers, including but not limited to the Patient Experience Manager, Nurses and Ward Staff, Outpatient Clinic Staff, Communications team and Volunteer Coordination team
- To act as a champion for the Lounge within the hospital and Luton And Central Bedfordshire in general, including contributing to the development of flyers and other promotional materials and giving talks and presentations on the work of the Lounge
- To maintain good contacts with other agencies offering support to carers and the person they care, including members of the Luton Carers Network and PALS (Patient Advice Liaison Service) to ensure carers visiting the Lounge are supplied with the most up to date information to support them in their caring role and to establish the lounge as the focus of carer support within the hospital
- To identify carers, register them, and offer immediate support and onward referral to other services and organisations supporting carers and cared for

- To maintain information on local services up to date to ensure all visitors to the service are offered the information they seek whether directly or by onward referral to other organisations
- Ensure that the delivery of the service is carried out collaboratively, contributing to and maintaining effective working partnerships with colleagues and partners.
- To seek out opportunities to reach more carers of all ages within the hospital including conducting ward visits
- To work closely with hospital discharge planning services ensuring carers are consulted and informed before accepting their cared for home
- To ensure the service is appropriately manned, including recruiting and supervising volunteers in collaboration with the hospital and Carers in Bedfordshire's Volunteer Coordinator
- To maintain statistical records as necessary for the preparation of contract reports and other data requests
- To ensure maintenance of records and documentation, ensuring all Data Management requirements are met
- Keep up to date with changes in legislation and local services which may affect the lives of carers and/or impact our service
- To contribute to Partnership Boards and Forums as necessary to promote partnership working in the best interest of carers
- To support media and outreach work, including participating in media and other stakeholder engagement activities

### **Budgeting, finance and resource management**

- To ensure the service is delivered and resources maintained within budgetary constraints
- To ensure compliance by staff, partners and volunteers with finance and resource management policies, including expenses, cash handling, stewardship of resources, record keeping, etc.

### **Other responsibilities**

- Monitor and maintain a safe and secure working environment at all times.
- Adhere to Carers in Bedfordshire's standards, policies and procedures
- Ensure confidentiality of client information as appropriate, including compliance with Data Protection legislation and guidelines
- Work flexibly to ensure support for carers is available during agreed core hours
- Some evening working is expected as part of your normal designated hours

This job description is not exhaustive and services to highlight the main requirements of the post holder. It is the very nature of the work that tasks and responsibilities are, in many circumstances, unpredictable and varied. All employees are therefore required to work in a flexible way when the occasion arises, so that tasks which are not specifically covered by your job description are undertaken. These additional duties will normally be to cover unforeseen circumstances or changes in work and will usually be compatible with your regular type of work.

### **Responsibility:**

You will be responsible to the Centre Manager, Leighton Buzzard, and ultimately, to the Board of Directors.



## Person Specification

### Carers Lounge Coordinator, Luton and Dunstable Hospital

	Essential Criteria	Desirable Criteria
<b>1. Qualifications</b>	<p>BA Honours degree or equivalent in a Health or Social Care related subject</p> <p>Or equivalent professional experience</p> <p>G.C.S.E / A Level English Language</p>	<p>Postgraduate or professional qualification in a relevant subject</p>
<b>2. Relevant Experience and knowledge</b>	<p>Experience of working with Carers and a good understanding of the issues they face</p> <p>Experience of partnership working to achieve improved outcomes</p> <p>Experience of effective coordination and delivery of a complex project</p>	<p>Understanding of discharge procedures in a hospital environment</p> <p>Working in a voluntary sector environment</p>
<b>3. Skills, Abilities and Qualities</b>	<p>Effective and sensitive communication and advocacy skills in writing and verbally, to clients, stakeholders and colleagues</p> <p>Effective networking and influencing skills to gain commitment, confidence and compliance</p> <p>Aptitude in finding creative solutions to complex problems</p> <p>Ability to work without constant supervision</p> <p>The skills and resilience to cope with distressing and/or challenging situations</p> <p>Effective time management and prioritizing skills</p> <p>Demonstrates client focus</p> <p>Excellent team working skills</p> <p>Effective in collecting and sharing data and producing high quality reports</p> <p>A commitment to equal opportunities and a sensitivity to the needs of individuals from diverse backgrounds</p> <p>Willingness to adapt practice continually in response to experience</p> <p>Proven reliability and professionalism</p> <p>Excellent IT skills including Word, Excel and Powerpoint</p> <p>Full clean driving licence and access to a car with business insurance</p> <p>Good general health</p>	

This post is subject to an enhanced DBS check.