



Job description: Carer Support Officer Ysbyty Gwynedd

Location: Ysbyty Gwynedd (contract guaranteed up to end of March 2023, continuation dependant on renewal of funding)

22.5 hours per week

The post holder will be responsible for a unique outreach service at Ysbyty Gwynedd. The aim of the service is to assist unpaid carers by providing information and support and ease the discharge process in a way that enables the carer to better cope with their caring role.

Responsible to: Chief Officer, Carers Outreach Service

Purpose of post:

To provide an accessible information and support service to carers of patients and carers who are patients at Ysbyty Gwynedd, with the aim of improving the carer experience and enabling carers to better cope with their caring role.

Specific Duties:

1. Promote the service and identify “hidden carers” who need assistance.
2. Receive and manage enquiries and referrals, working closely with the multi-disciplinary team to discuss, prioritise and deal with cases.
3. Assess carers needs and decide on the most appropriate information and support to be provided and the most appropriate course of action to meet the identified needs.
4. Facilitate full consultation with the carer in terms of discharge planning and ensure that the needs of the carer are considered and met in discharge plans and in community health and social care arrangements when appropriate.
5. Implement and maintain an effective monitoring and evaluation system to record work undertaken and outcomes.
6. Provide information and guidance to the multi-disciplinary team and to other health and social care workers regarding carers’ rights and issues.
7. Be responsible for administrative tasks in relation to the above duties.
8. Prepare and submit quarterly reports to the Chief Officer.
9. Attend meetings and training courses as required, including staff meetings and supervision sessions.

General Duties

1. To provide verbal and written reports as may be required by the Chief Officer and the Board of Trustees.
2. To be committed to the work of Carers Outreach Service and to promote team working and effective collaboration across the health, social care, and voluntary sectors.
3. To work in accordance with the organisation's policies and procedures and in line with the organisation's values and mission.
4. To carry out any other duties which may be required by the Chief Officer, commensurate with this role.