

CARERS SUPPORT CENTRE (CSC)

JOB DESCRIPTION

Job title:	GP Carer Liaison Worker
Responsible to:	Health Team Manager
Salary:	£25,406 per annum pro rata (£12,702 actual)
Hours of work:	18.75 hours per week
Place of work:	GP practices in Bristol/ Vassall Centre, Fishponds and home working.

Aims of the post

- To liaise and work with GP practices within the Bristol area to improve identification and support for carers.
- Be a key reference point on all carers issues for the those GP practices in the Bristol area with which you work.
- Identify carers and offer support through the provision of Carers Assessments and 1:1 casework.
- Enable carers to access information, advice and guidance which will improve their quality of life and wellbeing.
- Develop and provide services for carers within primary care settings.

Key Tasks

To:

1. Be a key reference point on all carers' issues for those GP practices in the Bristol area with which you work.
2. Assist GP practices to audit their existing carer support processes and support them to develop their systems and organisational protocols to increase the identification of carers within their practice populations.

3. Complete Carers Assessments to enable carers to identify support required in their caring role and to access a break.
4. Undertake 1:1 support, through referrals from GP practices, primary care staff, and CSC staff, in carers homes, community-based venues and GP practice venues.
3. Explore and develop different models of working to provide support and information remotely and face to face to both carers and GP practices.
4. Provide targeted carer awareness training and support for different groups of primary care staff in formats that suit their needs.
5. Work with the Health Team Manager to improve the identification and support for carers within primary care through project and development work.
6. Ensure carers from all communities have access to appropriate services and support.

General

To:

1. maintain appropriate records of all work undertaken, including all work and information required for local authority monitoring reports. Monitor and evaluate all aspects of work carried out, and produce reports as required.
2. Ensure that all work is carried out in accordance with CSC policies and procedures, including Diversity and Equal Opportunities Policies.
3. Undertake any other duties commensurate with the grading of the post, as agreed with the Health Team Manager.

PERSON SPECIFICATION

(All essential unless otherwise stated)

Experience/Knowledge

- Recent and relevant experience of information and advice work, including carrying out assessments with individuals and managing a caseload.
- A good understanding of the needs and issues for carers.
- A good knowledge of local service provision and current legislation as it affects carers.
- Experience of working in a health or social care environment.
- Experience of working in Primary Care (desirable).
- Project management experience and in working in partnership with other organisations.
- Experience of carrying out training and presentations.

Skills

- Computer literacy and ability to self-serve in administrative tasks
- Excellent listening, written and verbal communication skills

Attributes

- Resilience and good coping strategies for working on a 1:1 basis with people needing emotional support.
- Ability to work on own initiative, manage time effectively, prioritise own workload and work to tight deadlines.
- Ability to work as part of a team.
- Dynamic, creative, responsive, and open to exploring different ways of working
- Ability to establish good working relationships with staff, volunteers, carers, external agencies and organisations

Other

- A commitment to, and an ability to work in accordance with Diversity and Equal Opportunities Policies
- Ability to effectively fulfil the travel requirements of the post

January 2025