

**Carers
First**



Candidate Pack
Hospital Carer Support Worker
(Whipps Cross)

Welcome

Thank you for your interest in working for Carers First as our next Hospital Carer Support Worker, working in Whipps Cross Hospital

This is a highly rewarding role working at Whipps Cross Hospital with some option for home working and travel to Waltham Forest for team meetings.

You will be joining a charity that has a new ambitious three-year strategy to grow our reach, support and impact for carers, working in collaboration and partnership with a range of statutory, voluntary and commercial organisations.

To be successful in this role you will need:

- 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.
- You will need to be a resilient, highly professional and empathetic person who is able to work flexibly. You will be at the forefront of this new project, able to raise issues effectively and work alongside project evaluators to identify 'what works' to contribute to the wider NCL project development.

This is a fantastic opportunity for someone who is excited about creating real change in carer's support.

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 £184 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.

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 2024-2027

Our 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 for carers.



Strategic Objectives

Over the next three years Carers First will:

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

Our support and services are 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.

How we work

We support young carers, young adult carers and adult carers throughout England with our comprehensive online offer including information, advice and guidance, tools, resources and training, as well as through our vibrant online peer support communities.

We also deliver locally commissioned services in Lincolnshire, Essex, Medway, Southend and in four London Boroughs.

We offer a range of support options for carers to access in ways that work best for them:

- **Face-to-Face Support:** Available both one-to-one and in group settings, providing personalised and community-based assistance.
- **Online Support:** Accessible resources and virtual sessions to ensure carers can connect with us anytime, anywhere.
- **Dedicated Helpline:** A trusted source of advice, guidance, and a listening ear for carers navigating their journey.
- **Extensive Online Resources:** Comprehensive and easy-to-use tools, guides, and information to empower carers with knowledge and confidence.
- **Collaborative Partnerships:** Working with organisations and communities to provide a seamless network of support tailored to carers' needs.

Our impact and reach

Carers First Impact Framework sets out our Theory of Change and the measures and tools we use to understand the outputs, outcomes and impact of the support we provide.

Last year, we reached over 330,000 people to provide information about caring and 51,000 carers are registered with us to receive information and support.

In numbers

- 96% of carers felt more resilient in their caring role after our support.
- 95% of carers felt listened to and that their own needs were taken into account through our interventions.
- 93% of carers felt more confident and informed in their caring role after our support.





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:	£28,500 per annum
Contract:	Fixed Term until March 2026
Hours:	37 Hours a week
Location:	Whipps Cross Hospital with some option for home working and travel to Waltham Forest 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, recognising 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 to 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 access 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 have been 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 promote 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 stakeholders 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 Care4rs 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 charity's policies 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

Carer Support

- 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 a 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 contacts.

Personal Qualities

- Ability to demonstrate understanding of and an **ambitious** commitment to the goals and values of the charity.
- Demonstrate a **positive** level of professional credibility, integrity, and emotional resilience.
- Self-motivated, **collaborative**, and able to work flexibly, whilst maintaining good work/life balance.

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 us at, recruitment@carersfirst.org.uk, and we will be happy to organise one of the Team to contact you.

Interview process

All successfully shortlisted candidates will be invited to interview following the closing date.

Closing date: 04 July 2025

Interview dates: 08 and 11 July 2025

Tips on completing your application

- Read the Job Description and Person Specification carefully.
- Be sure to include 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.



Office:

Michael Gill Building, Tolgate Lane, Strood, Kent ME2 4TG

Carers
First

carersfirst.org.uk

0300 303 1555