**Hospital and Community Support Co-ordinator (MAST) Role Guide**

**About Carers' Resource:**

Carers' Resource is a well-established Yorkshire charity founded in 1995. Our mission is to provide tailored information and support to carers, individuals in need of care, and professionals working with them. We enable independence, choice, and control for individuals to enhance their lives and circumstances. Aligned with the Care Act 2014 and Children and Families Act 2014, our service is geared towards holistic support for carers and individuals in need of care and their diverse needs.

**Role Overview:**

As a Hospital and Community Support Co-ordinator you will work as part of the MAST (Multi-Agency Support Team) in Bradford Royal Infirmary providing specialist and specific support to individuals experiencing frailty who are frequent attenders at A&E, with the aim of reducing readmission and the frequency of presentation.

You will play a pivotal role in supporting individuals experiencing frailty enabling holistic person-centred decisions on the next steps for care and support, using guided conversations around advance planning and discharge planning, as well as acting as an active conduit from the patient/ families/ carers and the acute trust staff.

You’ll engage with patients around health messaging and re-direction to appropriate community services and support the one-system frailty model for re-direction to virtual ward and community services.

You will take part in ward rounds to support those who may need additional support for transition into the community or next steps in their life, including referrals into community support workers/ community services/ allied social care provisions. You will provide support within the hospital setting, and in the community following discharge.

Your work aligns with local safeguarding procedures, promoting wellbeing and positive change for individuals.

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| **Location:** | Airedale General Hospital with travelling |
| **Hours:** | 37 hours per week. Weekend work is 1 day every 4 weeks. |
| **Responsible to:** | Service Manager |
| **Salary:** | £24,437 (all salaries quoted for 37 hours) |

**Key Responsibilities:**

1. **Personalised Support:**
   * To provide one-to-one support for patients in A&E and link wards within the hospital.
   * To build safe, trusting relationships with individuals based on non-judgmental listening and shared lived experience.
   * To raise awareness of alternatives to A&E for people in emotional distress.
   * To coordinate allocation of community support where appropriate for discharge.
   * To sign-post to various resources, opportunities and activities in the community to promote choice and informed decision-making.
   * Organise own day to day tasks, exercising judgement and referring to senior staff issues outside own scope of practice.
   * Work with a high level of awareness of safeguarding in order to both prevent and respond appropriately to abuse.
   * To work within policies including health and safety and data protection.
2. **Outreach and Promotion:**
   * Builds positive relationships with hospital teams to promote the MAST and increase referral numbers.
   * Attends Multi-Disciplinary Team Meetings as required to generate referrals.
   * Participates, as a representative of MAST and Carers’ Resource, in multi-agency meetings, voluntary forums and other events, feeding back appropriately to your line manager and the team.
   * Promote the services of Carers’ Resource, including Home from Hospital and support for carers.
3. **Partnership and Advocacy:**
   * Work as part of an integrated team with colleagues from BDCFT and partner VCS organisations to ensure that individuals get the support they need.
   * Liaise with professionals and agencies to effect positive changes for individuals experiencing frailty.
   * Act as an advocate when extra support is required to empower them towards effective solutions.
   * Ability to work in partnership with other external services and agencies in particular primary, secondary and community health teams, and statutory partners.
   * Promote and demonstrate effective communication at all times with service users, carers, colleagues and other departments. Recognise the need for tact, consideration and confidentiality.
4. **Documentation and Collaboration:**
   * Maintain up to date and accurate records while respecting confidentiality guidelines.
   * Report, document and act on untoward incidents appropriately, escalating as indicated.
   * Collaborate effectively with the team, volunteers, and external agencies for holistic support delivery.
   * Participate in training and team meetings, demonstrating effective teamwork and proactive engagement and travelling between hospital and office bases as required.
   * Work to Key Performance Indicators and support with monitoring reports as required e.g. case studies for funders/trustees, contract monitoring etc.
   * Conducts assessments as required on clients referred to the scheme.
   * Works within all the policies and practices of Carers’ Resource, follows health and

safety procedures.

1. **Continuous Improvement:**
   * Utilise insights gained to contribute to service enhancement discussions.
   * Stay updated on relevant services, benefits, and organisations.
   * Takes responsibility, in consultation with your line manager, for personal development and progression, participating in performance reviews and regular supervision.
   * To attend all role relevant mandatory training and role specific training and other staff development opportunities as and when required.
   * To make full use of supervision, peer support with other workers and other support as necessary in order to remain well and safe.
   * Good timekeeper and good attendance.
   * Accepts and learns from feedback.

**Person specification**

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| **Experience** |
| Health or Social Care / Third Sector background |
| Assessing the needs of vulnerable people and providing reassuring person-centred support in-line with their goals |
| Supporting clients in their own homes |
| Working in the health and social care sector |
| Working in a hospital setting |
| **Skills and abilities** |
| Able to manage complex workload |
| Skilled communicator who can competently and calmly liaise with Health & Social Care professions and family members |
| An independent and resourceful employee, ability to operate as a lone-worker within a community and hospital setting |
| Comfortable in visiting potential clients on hospital wards |
| Organisational abilities, an ordered systematic approach to work and an eye for detail |
| Ability and commitment to working as part of an extended team. |
| Need to be self motivated, to organise time effectively, to manage workload, to prioritise tasks and to work to agreed targets. |
| **Knowledge** |
| Evidence of a good general education, level 2 (GCSE level) or above |
| An understanding of the hospital discharge process |
| An understanding of the issues that can affect those who have had a stay in hospital |
| An awareness of the teams/agencies that can be involved in post-discharge support. |
| IT literate – a competent user of Word and email |
| Knowledge or experience of how to manage a project and develop its potential. |
| **Other requirements** |
| An understanding of the need for confidentiality, sensitivity and a non judgemental attitude. |
| Daily use of own transport and clean, current driving licence and business use insurance. |