

Job Description

Job Title	Health Liaison Officer
Contract	Permanent, part time 18.5 hours per week
Salary	£28,095.32 FTE per annum (£14,047.66 pro rata for 18.5 hours per week)
Location	<p>Hybrid working from the Hertford Office/home after successful probation.</p> <p>- Hertford Office, 119 Fore Street, Hertford, SG14 1AX</p> <p>At times you may be required to work</p> <ul style="list-style-type: none"> • In the community • Occasional evening and weekend work may be required. <p>In addition, the organisation may open new locations from which you may also be expected to work if these are within a 20 miles radius of the Headquarters. The specific detail of how much time is spent at each location will be agreed with your line manager as required.</p>
Reporting to	Carers Development and Learning Team Leader
DBS requirements	Enhanced DBS Check

What is important to us?

We support and work with carers who live, work or care for someone in Hertfordshire, irrespective of the condition or illness of the person they support.

We believe carers should be recognised and valued for what they do, have the information and support they need to care safely and confidently, and that they are entitled to have time for themselves and a life of their own.

Passionate

Kind

Carer-Led

Inclusive

Open

Resilient

The Role

You will help improve support for carers across Hertfordshire by working with GP practices, hospitals, and community services to help them identify and support carers early, including for young carers. By building strong networks for carer champions, you will encourage teamwork and resource sharing using creative approaches like motivational meetings and virtual platforms. Your efforts will enable carer champions to make positive changes within their teams to better support carers.

You will also identify GP practices and teams that need improvement, leading efforts to boost their performance and achieve clear results. Regular updates and valuable input into evaluation reports will highlight progress and point out areas for development. Additionally, you will create and deliver engaging training programs to give carer champions the skills and confidence to make a real difference.

The Responsibilities:

- Arrange and facilitate engaging peer networks in each locality to foster collaboration and shared learning among carer champions.
- Produce an insightful and inspiring newsletter every two months, sharing best practices and encouraging innovative support for carers.
- Collaborate with the Communications and Marketing Officer and wider team to review existing communications and create new materials to enhance carer champion initiatives.
- Develop and deliver tailored training sessions, addressing the needs of champions and linking content to improved carer support.
- Mentor and encourage carer champions, with a focus on underperforming GP practices and teams, to drive improvement and effectiveness.
- Research and explore new methods, including the use of technology and social media, to better support champions.
- Build and maintain strong relationships across health commissioners and providers, actively seeking opportunities to promote the identification and support of carers.
- Maintain accurate and up-to-date records of all work to monitor progress and measure outcomes.

Please note: This Job Description is not an exhaustive list of duties and responsibilities and is subject to change in accordance with the needs of the charity.



The Requirements

You will be empathetic with an ability to building relationships and influencing others to achieve meaningful outcomes. You must communicate effectively with diverse groups, balancing assertiveness and understanding to meet targets. With a strong carer-focused approach, you prioritise the well-being of carers, addressing barriers and ensuring access to support. A collaborative leader, you promote teamwork and use tools like Word, Excel, and databases to analyse and share insights.

Adaptable and resourceful, you embrace change as an opportunity, offering constructive feedback and developing creative solutions to challenges. You will be organised and self-motivated, prioritising tasks efficiently, focussing on where you can make the biggest difference, and managing competing demands. As a mentor, you empower others through open discussions and encouragement.

You will have the ability to travel independently across Hertfordshire, and provide a roadworthy vehicle suitably insured for business purposes. Mileage allowance payable in accordance with Carers in Hertfordshire policy.

Equalities

Carers in Hertfordshire is a flexible employer, committed to openness and equality of opportunity in every activity, from the way we recruit and promote employees to the way we deliver our services. It is a core responsibility of members, employees, and volunteers of the charity to ensure that every individual we come into contact with is treated with dignity and respect. We want our organisation to reflect the diversity of the population we serve, and we welcome applications from people from all backgrounds and diversities.

