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| Job Description  |
| Job Title: | Wellbeing Support Worker |
| Contract: | Casual |
| Department: | Home Services |
| Salary: | £9 per hour |
| Days & Times: | Casual Contract (Zero hours) Flexible shifts available between 08.00 – 18.00, 7 days a week (Casual staff will work on an “as and when” basis. Age UK Bath & North East Somerset is not obliged to provide work, nor are Casual Staff obliged to accept work when it is offered) |
| Reports to: | Home Services Manager |
| Location: | Various Locations across Bath & North East Somerset |

**Age UK Bath & North East Somerset is a local, independent charity supporting older people in Bath & North East Somerset.**

Our Home Services provide 2 key sources of support.

Our free *short-term* Home from Hospital enables people to be discharged home safely from hospital, or to avoid an unnecessary hospital admission.

We also provide a paid for support service tailored to the individual’s needs.

**These services do not provide personal care. By providing practical, emotional and social support we aim to improve a person’s overall wellbeing.**

Within Home Services, our **Home from Hospital** support provides free transport from hospital to home in Bath & North East Somerset; settling people back into their home and ensuring they are safe, warm and comfortable.

**Home Response** is an admission avoidance service which provides the same level of support.

Both can be **offered for up to six weeks**, enabling people to regain confidence and independence, improve their sense of wellbeing and build their **community connections**.

The **At Home with Age UK** service provides assistance with a variety of everyday tasks such as cleaning, shopping or accompanying people to appointments.

**There is an hourly charge for this service.**

Our **Wellbeing Support Workers** work flexibly across all three areas of our Home Services.

**Key tasks:**

• Provide practical support for people using our Home Services e.g., shopping, meal preparation, housework, cleaning, laundry, assisting with correspondence, collecting prescriptions etc.

• Support people being discharged from hospital at the pre-agreed date and time of discharge; working closely with the Home from Hospital Discharge Supervisor to ensure a safe and planned process is followed. Transport the person home from hospital, as required.

• Provide support through active listening, reassurance and encouragement.

• Signpost people to other appropriate Age UK services (Information & Advice, Community Connections, etc.) and other sources of support within their local community

• Support a caseload of people using Home Services, within agreed time frames.

• Send a daily update to the Home Services admin team to include support provided, outcomes and details of any onward referrals made for each person contacted that day.

• Maintain accurate records of hours worked, travel expenses incurred, and submit to Service Coordinator by the agreed monthly deadlines.

• Always remain alert to any changes in the person’s condition and take appropriate action as directed; report back promptly to the Service Coordinator if you have any concerns.

**Other:**

1 To maintain own professional expertise, including attending training as necessary.

2 To attend Team meetings and other similar events.

3 To undertake any other duties commensurate with the post as may be agreed with your line manager.

**D. General:**

1 It is in the nature of the work that tasks and responsibilities are in many circumstances unpredictable and varied. All employees are therefore expected to work in a flexible way and, if necessary, to take on tasks which are not detailed in their job description.

2 Some meetings and other events may be held out of normal office hours/may involve travel.

3 It will be necessary for the post-holder to travel to various locations throughout Bath & North East Somerset.

4. The above items outline the main duties and responsibilities of the post and are designed to give an accurate flavour of the nature and scope of this post. However, they do not represent an inclusive list of all the duties required.

## E. Standard Clauses:

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| **Equal Opportunities** | The postholder will be expected to adhere to the organisation’s Equal Opportunities Policy in all aspects of their work. |
| Confidentiality | The postholder will be expected to adhere to the organisation’s Confidentiality Policy at all times. |
| Health & Safety at Work | The postholder will be required to abide by the organisation’s Health & Safety Policy and the requirements of the Health and Safety at Work Act.  |
| **Disclosure & Barring Service** | Confirmation of appointment to this post will be subject to a satisfactory DBS check. |

**Person Specification**

The following criteria will be assessed from information provided on your completed application form &/or at interview &/or by your referee:

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| **Criteria** | **Essential** |
| Skills & Experience | * A caring individual who is compassionate about providing support to people to improve their wellbeing
* You help people to retain their dignity and respect their privacy when delivering support to them.
* Excellent organisational skills.
* A team player but also able to work on own initiative.
* Self-motivated and flexible. Ability to provide practical, emotional and social support whilst promoting dignity and respect.
* Excellent communication skills both written and verbal.
* Excellent attendance and punctuality record.
* You follow agreed procedures and standards in your work and ensure you provide a safe and effective service to others.
* You are honest and transparent and are not afraid to admit when you have made a mistake
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| Education/Qualifications | * Good standard of education
* Good standard of written and verbal English. (The organisation will support employees to develop these, and other core skills needs).
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| Other Requirements | * Use of vehicle, with appropriate Business Insurance, to travel across Bath & North East Somerset
* Ability to use a smart phone for communication and rostering purposes
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