##### JOB DESCRIPTION

This Job Description is indicative only, and does not form part of the Principal Statement of Terms and Conditions of the post holder.

*The job as described will be reviewed on a regular basis to respond to the changing needs of the post and of the organisation.*

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| **Job Title:** | Out and About Support Worker |
| **Base:** | Huntley House, 119 London Street, Reading, RG1 4QA |
| **Employer:** | Age UK Berkshire:  Company No. 7928260, Charity No. 1146462 |
| **Hours of work:** | 10 hours per week |
| **Salary:** | £8.83 per hour for 10 hours per week |
| **Responsible to:** | Services Manager |
| **Responsible for:** | No employees  Recruiting and managing volunteers assisting the Getting Out and About service. |
| **Terms and Conditions:** | All terms and conditions are in accordance with the standard terms and conditions of employment of Age UK Berkshire.  Details of these can be found in your Contract (Statement of Terms and Conditions of Employment). |
| **Special Conditions:** | Local travel during work may be required, for which mileage allowance or public transport costs will be paid.  Driving licence and access to a car is essential |
|  | Occasional evening and weekend work may be necessary, for which time off in lieu on an hour-by-hour basis is allowed. |
|  | The post is subject to a satisfactory Enhanced Disclosure and Barring Scheme check. |
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| **Date this Job Description was last reviewed:** | May 2019 |

### JOB SUMMARY

**To support older people to get out and about in their community accessing social activities.**

**Main Duties:**

1. To generate and manage referrals of older people who are socially isolated.
2. To research social activities for older people in their community to help combat social isolation.
3. To recruit, induct, train and support volunteers to assist with this project, with the support of the volunteer administrator.
4. To assess the needs of individual older people, offer support to enable them to become more socially-engaged and on a short-term basis to accompany those people as necessary on initial visits to new social opportunities. To encourage and engage volunteers to assist with this.
5. Capture, maintain and update put and about client details on Age UK Berkshire customer database (charitylog).
6. To produce written evaluation reports, case studies and monitoring information on a quarterly basis in the format agreed with Reading Borough Council, as well as maintain regular informal reporting to the Operations Manager and other Age UK Berkshire employees.
7. To undertake relevant training to maintain skills and knowledge necessary for this post.
8. To comply with all Age UK Berkshire policies and procedures and with all relevant legislation.
9. To carry out any other duties, commensurate with the rate of pay and grading, as may from time to time be assigned by the Directors of Age UK Berkshire.

**PERSON SPECIFICATION:**

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| **Experience** | Essential/ Desirable |
| Work in health or social care environments in direct contact with service users, in a paid or voluntary capacity | E |
| Customer/client care | E |
| Use of ICT systems to manage information | E |
| Support of and work with older people | E |
| **Knowledge and understanding** | |
| An understanding of the needs of older people | E |
| Safeguarding to level 1 | D |
| An awareness of welfare benefit and voluntary and community sector | D |
| **Skills and abilities** | |
| Good verbal and written communication skills with a variety of people | E |
| High-level skills and abilities in use of ICT systems | E |
| Use ICT systems as a management tool, to produce reports to assess the service | E |
| Work on own initiative, flexibly & to the needs of the organisation and service, including evenings and weekends as required | E |
| Work unsupervised to meet agreed targets and as part of a small team | E |
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| Demonstrable commitment to continuing professional development | E |
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| Commitment to the values and ethos of Age UK Berkshire | E |
| Commitment to the principles of equality of opportunity and confidentiality | E |
| Car and driving licence | E |

In your application form, you should endeavour to clearly show as many of the ESSENTIAL (E) criteria above as is possible, in order to be short-listed for interview.

Where DESIRABLE (D) criteria are shown, interview questions and procedures will be set to bring out these criteria (i.e. you will be asked to demonstrate/prove those things); in particular, for any area described above as “proven” or “demonstrable”, we will require you to actively prove or demonstrate your experience, understanding, skills or ability in that area.