

## **AGE UK BOURNEMOUTH, POOLE & EAST DORSET**

### **JOB DESCRIPTION**

<b>POST TITLE:</b>	Support Worker
<b>SALARY:</b>	<b>£9513 Actual</b>
<b>HOURS:</b>	16 hours per week
<b>RESPONSIBLE TO:</b>	Community Connections Manager, Chief Executive and ultimately Trustees of Age UK Bournemouth, Poole & East Dorset

#### **JOB PURPOSE:**

**To support clients either by phone or by undertaking home visits where necessary who have become isolated either through mental illness, bereavement, physical disability, lack of mobility etc. The aim is to work with them on a one-to-one basis to provide them with short- and long-term goals with the intention of integrating them back into the community either through another of our services or an activity of their choice. This service is provided to clients 60 living within in East Dorset**

#### **MAIN TASKS**

1. To receive appropriate referrals from the Community Connections Manager or Team leader ion their absence
2. Contact the client within the specified time limits as set in the terms of the service level agreement
3. To contact the referrer if needed to obtain further information
4. To complete relevant assessment and use the person-centred approach where appropriate
5. To provide regular support through home visits and telephone calls
6. To agree with clients short- and long-term goals, and encourage clients to meets those goals
7. To regularly review clients, to ensure that those goals are being met, so discharge can happen as soon as possible
8. To provide integration within the local community either through another service provided by Age UK Bournemouth, Poole and East Dorset or clients chosen activity
9. To liaise with other agencies
10. To liaise with the Community Connections Manager or Team Leader or in their absence the Chief Officer any safeguarding concerns
11. To develop and encourage independent living
12. To liaise with the Befriending Coordinator regarding transfer of clients to our Befriending Scheme

13. Advocate for clients if necessary
14. Provide basic benefits advice, referring to our benefits team if necessary
15. Completion of internal databases

General

16. To undertake all necessary training as and when required
17. To adhere to all Age UK Bournemouth, Poole and East Dorset policies and procedures.
18. To undertake any other reasonable duties as requested by your Line Manager, Senior Managers, Chief Executive or Trustees.

The job description is not intended to be exhaustive. The post holder will be expected to adopt a flexible attitude to the duties which may have to be varied (after discussion with the post holder) subject to the needs of the organisation, and in keeping with the general profile of the post.