

AGE UK BOURNEMOUTH, POOLE & EAST DORSET

JOB DESCRIPTION

POST TITLE:	Support Worker- BCP area
SALARY:	£9543 Actual
HOURS:	16 hours per week
RESPONSIBLE TO:	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

To receive appropriate referrals from the Community Connections Manager who would have undertaken the initial triaging

Contact the client within the specified time limits as set in the terms of the service level agreement

To contact the referrer if needed to obtain further information

To complete the online assessment and use the person-centred approach where appropriate

To provide regular support through home visits and telephone calls

To agree with clients short- and long-term goals, and encourage clients to meet those goals

To regularly review clients, to ensure that those goals are being met, so discharge can happen as soon as possible

To provide integration within the local community either through another service provided by Age UK Bournemouth, Poole and East Dorset or clients chosen activity
To liaise with other agencies

To liaise with the Community Connections Manager or Chief Officer any safeguarding concerns

To develop and encourage independent living

To provide community wrap around support to prevent hospital admission

To liaise with the Befriending Coordinator regarding transfer of clients to our Befriending Scheme

Advocate for clients if necessary

Provide basic benefits advice, referring to our benefits team if necessary and or form completion

Completion of internal databases

To undertake all necessary training as and when required

To adhere to all Age UK Bournemouth, Poole and East Dorset policies and procedures.

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.

This is a varied post which will mainly be done based from our office in Winton, visits to clients will be done once per week so there will be the necessity to have a car and business use insurance.

Essential Criteria

IT Literate- office 365 / databases / Excel

Excellent communication skills

Car driver

Car owner

Excellent written Skills

Knowledge of issues effecting older people