

JOB DESCRIPTION

TITLE OF POST	Generic Floating Support Worker
REPORTS TO	Team Leader- Lighthouse 55+
HOURS	10 hour contract (with expectation of overtime up to 37 hours per week)
GRADE	SCP 18 £9.76 an hour
BASE FOR WORK	Baneswell

JOB PURPOSE

The purpose of this role is to provide person centered support to people aged 50+, working in a diverse environment. You will form part of the Lighthouse 55+ Project Team, but will also work with various Age Cymru Gwent projects throughout the Gwent area providing cover for staff absence. Working flexibly to provide effective, high quality support, that enables older people to live independently, you will work as directed by each Team Leader for the individual services you are covering, and alongside fellow colleagues within the teams.

KEY RESPONSIBILITIES

- To provide continued support as defined by the service user and as identified by fellow colleagues. This can include but is not limited to; housing related support, information and advice, facilitating discharge from hospital, digital inclusion and support with welfare rights.
- To assist in completing comprehensive, person centered support plans, focusing on realistic, agreed and monitored outcomes.
- To work concisely and logically, accepting new and on-going cases at various stages of support and assisting using a range of methods including; telephone, video calling and face to face as required.
- To work cohesively with fellow colleagues, supporting them by working simultaneously on multiple cases and completing detailed support needs handovers to the primary support worker.
- To log clear and concise electronic case notes using the organisation's CRM tool Charity Log, ensuring they are completed accurately and to a quality assurance level standard.
- To keep detailed records in line with project requirements so that appropriate statistics can be compiled, including completion of work schedules.
- To have a clear understanding of the needs of people aged 50+ and in particular, those at risk or in crisis situations.
- To provide support to service users in a variety of ways including; financial maximisation, promoting economic progress, improving resilience, accessing appropriate services, accommodation and developing practical life skills.
- To perform other routine administrative tasks as directed by the project.
- To form an active part of the Lighthouse 55+ Project, attending regular team and individual meetings.
- To maintain confidentiality and understand issues of General Data Protection procedures.

Person Specification

Requirement	Essential/ Desirable	How tested
Education and Training		
QCF level 4 and above, or equivalent in a relevant discipline or willingness to undertake and work towards	E	Application
IT literacy by qualification	D	Application
IT knowledge and literacy by experience	E	Application
Skills and aptitudes		
Previous experience of working with and engaging with the service user group	D	Application and interview
An understanding of the needs of older people in the community	D	Application and interview
Experience of the benefits and housing system including the completion of paper and online applications	D	Application and interview
Experience of multi-disciplinary working and or working within dynamic and flexible environments	E	Application and interview
Experience of working cohesively as part of a team	D	Application and interview
Excellent communication and interpersonal skills	E	Interview
Demonstrate the ability to think and act in a non-judgmental way	E	Application and Interview
An understanding of confidentiality and data protection	E	Application and Interview
Experience of understanding and maintaining records using online databases	E	Application and Interview
A good understanding of routine administration procedures	D	Application and interview
Circumstances		
Willing to work flexibly to meet the business need as and when required between 8.00am and 8.00pm Monday to Friday. Some Saturday morning work on a rota basis may be required.	E	Application and interview
Full driving license and access to a vehicle for work purposes	E	Application
Willing to undertake any relevant training	E	Application and interview
Willing to work across the Organisational footprint of Gwent	E	Application and interview
Further requirements		
Enhanced DBS disclosure required before appointment		
Two satisfactory reference		