

**Age UK Hertfordshire**  
**(Registered Charity No. 1116662)**

**Job Description**

|                        |                                                                                                                              |
|------------------------|------------------------------------------------------------------------------------------------------------------------------|
| Job Title              | <b>Age UK Support Worker to Dietetics</b>                                                                                    |
| Department             | <b>Operations</b>                                                                                                            |
| Location               | <b>Office based in St Albans. However, the role involves remote working across localities in West Hertfordshire</b>          |
| Hours                  | <b>Job Share - 17.5 hours per week<br/>Wednesdays (3.5 hours pm, Thursdays &amp; Fridays 7 hours)</b>                        |
| Reports to             | <b>Team Lead Dietitian - Hertfordshire Community NHS Trust<br/>Director of Operations - Age UK Hertfordshire</b>             |
| Salary                 | <b>£13,140.50 per annum (£26,281 FTE)</b>                                                                                    |
| Benefits/ entitlements | <b>Contributory Pension Scheme and Health Cash on completion of probationary period.<br/>Travel expenses at 45p per mile</b> |

**Scope:**

- Age UK Hertfordshire is an independent charitable organisation, which observes the values, principles, standards and good practice of the Age UK Federation; and consequently has been granted a licence to use the well-known name, Age UK Hertfordshire (AUKH), which is respected throughout the county.
- Our mission is quite simply to ***“improve the lives of older people in Hertfordshire”***, and work to ensure that older people in Hertfordshire are valued, able to live well and retain their independence throughout later life.
- We provide detailed information about our organisation and the range of services we provide on our website [www.ageuk.org.uk/hertfordshire](http://www.ageuk.org.uk/hertfordshire)

**Main purpose of the post:**

- Age UK Hertfordshire works jointly with Hertfordshire Community NHS Trust (HCT) in the delivery of the Nutrition and Dietetics Service (NDS).
- The post holder will work with the HCT dietitians (co-located in the same base) to provide additional support for patients in the community who have been identified as having an aspect of social malnutrition. This service will be provided across the 4 localities (Watford and Three Rivers, Hertsmere, Dacorum and St Albans).

- The purpose of this post is to promote self-management and independence to patients identified at risk of malnutrition by providing information, referral/signpost to additional help and emotional support/befriending.

### **Responsibilities/ Duties / Tasks**

- Work with HCT dietitians and receive referrals in accordance with assessed and agreed treatment plans.
- Provide information and guidance to further support the care plan already agreed on ways to enhance food intake, concentrating on the social aspects that may contribute to malnutrition.
- Ensure that all information given to enquirers is accurate, current and in a style which is accessible and usable to a wide range of people
- Help patients to access mainstream and community services and activities which promote well-being and social inclusion
- Provide social assessments, support, and direct help to patients e.g. setting up internet shopping or signposting patients to befriending services
- Integrate and form partnerships where appropriate with other services in order to improve patient experience and outcomes
- Keep NHS and Age UK Herts computer records/database up to date and report back on performance
- Attend and participate in staff meetings as requested by line manager
- To actively take part in meetings aimed at older people's services locally with a view of promoting awareness around the risks of malnutrition
- To actively take part in local meetings to promote awareness of malnutrition as appropriate.
- To identify opportunities to deliver and deliver Good Nutrition in Later Life presentations and talks to groups in West Herts and other relevant presentations in line with the needs of the team / service
- To attend training, supervision sessions and performance review meetings as required
- To support training / shadowing sessions for students / staff within HCT as needed

- Develop and maintain collaborative working relationships with mental health, health and social care professionals to develop an integrated support process
- Participate in regular supervision and arrange training sessions for volunteers, as and when applicable
- To adhere to and implement health and safety policy and procedures, ensuring all practices and procedures are undertaken in accordance with a healthy and safe working environment and that all volunteers for whom you may be responsible are aware of their responsibilities in respect of their role, monitoring data and recommending action as required
- To comply with Data Protection regulations ensuring that all information about service users remains confidential
- Work within Age UK Hertfordshire's policies and procedures, appropriate Hertfordshire Community NHS Trust policies and procedures, and current legislation for volunteer based projects – including confidentiality; working within professional boundaries; data protection etc.
- Undertake any other duties as required by the line manager

*'In addition to the duties and responsibilities list, the job holder is required to perform other duties assigned by the line manager from time to time which are commensurate with capability and status'.*

## **Additional Information**

**Confidentiality:** Attention is drawn to the confidential aspects of this job and personal responsibility and liability under the Data Protection Act 2018. Matters of confidential nature, including information relating to clients or staff, must not under any circumstances be divulged to any unauthorised person.

**Health & Safety:** The post holder is required to take reasonable care of their own health and safety and that of other people who may be affected by their acts or omissions at work and to ensure that statutory regulations, policies and codes of practice and departmental safety rules are adhered to.

**Equal Opportunities Policy Statement:** We believe that equality for all is a basic human right and actively oppose all forms of unlawful and unfair discrimination. We celebrate the diversity of society and are striving to promote and reflect that diversity within this organisation.



**DBS: ENHANCED CHECK**

**ID BADGE: REQUIRED**

**APPOINTMENT OF THIS POSITION IS SUBJECT TO SATISFACTORY  
REFERENCES.**