**Age UK Lambeth - MYCommunity Service**

Age UK Lambeth is one of Lambeth’s largest charities, and provides a range of services to older and other people in need of care, help and support. We support people in Lambeth to live enriched, productive and purposeful lives, challenging the stigma of ageing, reducing social isolation and ensuring they get the right support at the right time  
  
**MYCommunity Service** - MYCommunity is our health and wellbeing service. We engage with members of the community who are struggling with various physical or mental health issues, or issues around abilities and accessing core statutory services. We support people to be resilient and safe at home, which may include providing 1-1 support work and ‘social-prescribing’ link work.  
 **Support Worker Assistant (AKA MYCommunity Companion) - About the Role...**

| **Job Title:** | MYCommunity Companion (Support Worker Assistant) |
| --- | --- |
| **Based at:** | Remote in Lambeth; Homeworking; Brixton-based offices |
| **Employment Terms:** | **Wage:** London Living Wage **Hours:** 25 hours weekly  **Duration:** 6 months |
| **Reporting to:** | Link Worker |

**Role Description & Purpose**

The MYCommunity Companion is a support worker type role. You will be responsible for supporting a number of clients who are going through some personal difficulties and just need some support to get back on track.   
  
People come to us with lots of different personal, emotional and health-based experiences, and each person’s situation is of course different. That’s why we take a ‘person-centred’ approach, meaning we work with each person as an individual to see what it is that they need, and how we can work with them to create solutions. You will be part of that solution.  
  
Your role will be to get involved and support people on their journey back to a good place, be that mentally, physically, socially or emotionally. That might mean going along with people to events or activities to help them feel comfortable in a new group, or it could be going for a walk with someone who’s scared to leave the house on their own. Equally it could mean checking in for a warm and friendly chat to see how someone is doing and supporting them into positive decisions and actions, or helping people with daunting forms or online applications that they don’t have the resilience to do by themselves.  
  
You’ll be a friendly and supportive part of a person’s recovery to good health and wellbeing. The type of task you’ll help with will vary from person to person, but core to them all will be that you’re helping people take the steps they need to take to be more independent, happier, healthier and more resilient.   
  
This will be great charity sector experience, and would be a great role for people interested in working in social work, mental health, physical health, support work generally or any roles supporting people experiencing difficulties.   
  
We can offer you a friendly workplace with a dynamic team, supportive and experienced colleagues who can provide training and guidance, and supervision on the job to make sure your work is strong and that you are developing.  
  
**MYCommunity Companion (Support Worker Assistant) Main Duties:**

* Assisting case holding support workers with client support, focussing on clients who need greater 1-1 support
* Provide brief interventions to help people struggling with personal and health issues
* Help design solutions to people’s problems that are person-centred (based on that person’s individual character, goals, desires, priorities etc.)
* Meet clients on a one-to-one basis and help with agreed needs
* Support clients to attend groups, activities and services that can help them, including motivating people and going with them if necessary
* Accompanying clients to scheduled appointments
* Through simple coaching and 1-1 support help build clients’ confidence to carry out tasks for themselves, focusing on the skills that support the individual’s ability to live independently
* Promote the activities of local community groups and organizations, to help your clients connect to things that can improve their wellbeing
* Supporting the clients to connect to the variety of resources available to them specific to their individual needs and interests
* Learn about and stay up to date on local services to enable you to share this information with residents in your caseload
* Assisting with the administration of referrals into the service
* Completing simple forms and applications with clients
* Be enthusiastic when supporting people, keeping their health, wellbeing and happiness in mind
* Being friendly, supportive, compassionate and kind in helping people to take steps to improve their lives
* Be ready and happy to talk to people, get to know them and understand their issues, providing kind and non-judgemental support

**Person Specification**

|  | **Essential** | **Desirable** |
| --- | --- | --- |
| **Skills** |  |  |
| Ability to actively listen, empathise with clients and provide non-judgemental support. | **√** |  |
| Able to manage a varied caseload of clients and the ability to prioritise different areas of work according to need and deadlines. | **√** |  |
| Strong interpersonal skills including verbal and written communication. | **√** |  |
| **Behaviours** |  |  |
| Able to work independently and manage own workload on a day to day basis and make efficient use of time and resources. | **√** |  |
| Ability to acknowledge, respect and respond to individual differences and diversity requirements. | **√** |  |
| **Knowledge** |  |  |
| Good knowledge of written and spoken English | **√** |  |
| **General Requirements** |  |  |
| Commitment to improving the lives of older and vulnerable residents | **√** |  |
| Commitment to working as a team player and a supportive colleague | **√** |  |