**JOB DESCRIPTION & PERSON SPECIFICATION**

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| **Job Title:** | Casual Day Support Worker – Day Time Support (DTS) |
| **Reporting to (Job Title):** | Day Time Support Team Leader |
| **Grade and Salary** | Scale 1 Point 10 - £7.70 per hour |
| **Brief overview of the**  **Position:** | To support the Team Leader in providing person centred support that enables older people, their families and carers to maintain their independence and wellbeing; promoting choice, control and dignity. |
| **Main duties and**  **Responsibilities:** | * Supporting the Team Leader in developing, maintaining and reviewing individual support plans with all of our customers and their families and carers. * Using person centred approaches to ensure that all support and activities offered, including \*personal assistance and care, promote dignity, choice and control and are delivered in a sensitive, non-judgemental, responsive manner, tailored to individual needs. * Assisting the Team Leader in developing and implementing a programme of activities and support options to meet goals identified in individual support plans; identifying opportunities to develop new and innovative support options. * Effectively communicating with our customers, their carers and families and maintaining positive relationships with other VCFS groups and agencies and liaising with other professionals involved in the care of older people. * Carrying out routine administrative tasks, accessing and inputting data, maintaining records and retrieving information - using the Age UK Lancashire CRM system as appropriate. * Supporting volunteers’ and enabling them to use their skills and abilities to their best effect to support our customers. * Contributing to on-going supervision and personal development.   \*Enhanced Centres Only (East Lancashire) |

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| **Accountable for:** | * Ensuring confidentiality and the privacy of our customers and their families is maintained at all times * Ensuring organisational policies and procedures are followed * Carrying out responsibilities as outlined in the Age UK Lancashire Health and Safety policy. |
| **Summary of key**  **attributes & Qualifications**  **for role:** | * Level 2 in Health and Social Care or willingness to undergo training. * Mandatory Training – eg Moving and Handling * Effective communication skills * Ability to use IT * To have knowledge of and work within a person centred manner * Be motivated, creative and resourceful * Ability to work as part of a team |
| **Main KPI’s /**  **performance measured**  **against:** | * Support provided meets identified needs and is person centred and respects choice and control. * Additional needs and opportunities to offer additional support are identified. * Ability to work as part of a team; including with carers, family members and other agencies and groups. * Effective and efficient maintenance of records and data collection |
| **Generic Clauses:** | 1. To support the trading and fundraising activities of the charity liaising with the Business Development Team. 2. To comply in all aspects with Age UK Lancashire’s policies, including Health and Safety, Equal Opportunities, Handling Money, Data Protection etc. 3. To participate and contribute generally to Age UK Lancashire’s activities, attending meetings, training courses etc as required. |
| **Flexibility Clauses:** | * The nature of this post will require flexibility to meet urgent needs as they arise, this may entail occasional weekend or evening work. * This 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 service, and in keeping with the general profile of the post. |

**Age UK Lancashire – Core Workplace Values**

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| **Our core workplace values** | **How do we demonstrate these values in the workplace?** |
| **Empowerment** | * *We value leaders and managers who can confidently and appropriately delegate to their teams and by doing so encourage fairness, responsibility and trust within their teams.* * *We value honest and transparent leadership where team members can communicate openly and constructively for the benefit of our organisation.* * *We value individuals who welcome the opportunity to be empowered by engaging in training, sharing their skills and in doing so taking responsibility for their contribution, performance and their own development.* * *We value individuals who work for the benefit of the team, showing support, offering help, acting co-operatively and encouraging others to work together.* |
| **Commitment** | * *We value those who show commitment by being positive about and supportive of the organisation, its vision, mission and ambitions; those who embrace change, are flexible and consistently deliver over and above expectations.* * *We value team members who consistently adhere to the organisations processes and systems and support others to do so.* * *We recognise the importance of maintaining a work/life balance and value those who recognise that commitment and a work/life balance are mutually compatible. Equally we value our colleagues who support others to maintain this balance.* |
| **Innovation** | * *We value and reward those progressive team members who strive to improve the quality and efficiency of our work through being solution focused.* * *We embrace new ideas, valuing and recognising individuals who contribute to generating and developing them for the benefit of the Charity and our customers.* |
| **Responsibility** | * *We value those who take responsibility and are accountable for their actions individually and within teams.* * *In turn we value leaders and managers who consistently encourage a culture of openness to enable their teams to take responsibility.* * *We value those who learn from their mistakes and share their learning with others; those who recognise their own responsibility for delivering our shared ambitions and their individual targets within these will thrive at Age UK Lancashire.* |

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| **Age UK Lancashire - Person Specification** | **Essential** | **Desirable** | **Assessed by** | | | |
| **Casual Bank Support Worker for Daytime Support** | Application Form | Assessment Centre | Presentation | Interview |
| **Experience** | | | | | | |
| Experience of supporting projects in either health and social care, community or voluntary sector and education |  |  |  | n/a | n/a |  |
| Experience of working with older people or other vulnerable groups |  |  |  | n/a | n/a |  |
| Experience of in-house database/CRM systems |  |  |  | n/a | n/a |  |
| Experience of Promoting Independence, Health and Wellbeing, Social Inclusion |  |  |  | n/a | n/a |  |
| **Knowledge** | | | | | | |
| Knowledge and understanding of the issues and services which affect the health/wellbeing of older people and the wider community |  |  |  | n/a | n/a |  |
| Awareness of services available for older people |  |  |  | n/a | n/a |  |
| **Skills** | | | | | | |
| Ability to be flexible in the workplace |  |  |  | n/a | n/a |  |
| Ability to work in a team with staff and volunteers |  |  |  | n/a | n/a |  |
| Willingness to attend training appropriate to the role |  |  |  | n/a | n/a |  |
| Good communication skills with both individuals and groups |  |  |  | n/a | n/a |  |
| Pleasant caring disposition |  |  |  | n/a | n/a |  |
| Ability to proactively work on own initiative |  |  |  | n/a | n/a |  |
| **Other Requirements** | | | | | | |
| Holder of valid GB or NI driving licence. You will be required to maintain appropriate insurance cover, including for business use. We will ask to see documents before appointment (we may consider you if you cannot drive because of a disability) |  |  |  | n/a | n/a |  |
| At least four GCSEs (Grade A to C) or equivalent must include Maths and English |  |  |  | n/a | n/a |  |
| Willingness to undergo a Disclosure and Barring Service check is essential for this post |  |  |  | n/a | n/a |  |
| Basic First Aid |  |  |  | n/a | n/a |  |
| Food Hygiene Awareness |  |  |  | n/a | n/a |  |