

Wellbeing Worker *(Falls Prevention)*



'Until everyone is living their best later life'

Living Well Support Service

About Age UK Lancashire

Age UK Lancashire proudly delivers services to over 12,000 older people across Lancashire each year, enabling them to maintain their independence and to enjoy choice and control over their lives.

The Service

Bridging the gap between the NHS and Social Care, the Living Well Support Service provides invaluable support to clients, helping them attain or regain independence after a hospital stay or prolonged illness. Our service is integral to supporting hospital discharges, preventing unnecessary hospital admissions, and may reduce the need for residential care. In the last 12 months, the service has supported over 9,000 people across the County.

The job, in a nutshell

As a Wellbeing Worker, you will support older people who may be at increased risk of falls, loss of independence, or avoidable hospital admission. Working across a specified footprint you will identify and engage individuals through established referral pathways and community outreach activity.

You will undertake person-centred holistic assessments within a variety of settings, including people's own homes, to identify risks, unmet needs and opportunities to improve safety, wellbeing and independence.

Using a strengths-based approach, you will develop personalised support plans and connect people with appropriate health, social care, community and voluntary sector services.

You will work collaboratively with partner organisations to ensure individuals can access specialist home environment interventions, equipment, adaptations and wider support that enables them to remain safe and independent at home.

What you'll do for us / The Job

Working with service users

- Undertake holistic assessments to identify risks relating to falls, frailty, wellbeing, independence, social isolation and home safety.
- Complete home visits and community-based assessments, developing personalised plans that build upon strengths and personal goals.
- Provide information, advice and guidance relating to falls prevention, wellbeing, community support and maintaining independence.
- Identify environmental risks within the home and make appropriate referrals to project partners and other specialist services.



Annual leave: 25 days rising to 30 with length of service + bank holidays (pro-rata for part time employees)

Driving: This role requires you to have a full driving licence.

DBS: This role requires you to have an enhanced DBS check, and associated costs will be met by the employee.

Our Values

We innovate

We care

We go above & beyond

We take responsibility

We are proud to work here

Wellbeing Worker

Living Well Support Service

What you'll do for us / The Job continued

- Support access to health, wellbeing, welfare, housing and community services through referral and signposting.
- Record assessments, outcomes and interventions using digital devices accurately in line with service requirements.
- Establish and maintain positive relationships with service users, carers, families and partner agencies.
- Participate in community outreach and engagement activity to identify individuals who may benefit from preventative support, particularly within communities more likely to experience health inequalities.

Partnership Working

- Work collaboratively with health, social care and voluntary sector partners to ensure coordinated support for service users.
- Promote awareness of available support pathways and encourage appropriate referrals.
- Contribute to partnership working arrangements designed to prevent avoidable hospital admissions and support independent living.

Working safely

- This role involves significant time lone working, you will be in regular contact with your Service Coordinator and act on Safeguarding and Health and Safety concerns, in a timely manner.
- Working in people's homes is a trusted position, you must ensure confidentiality, dignity and professional boundaries are always maintained, and adhere to the appropriate risk assessments.
- Ensuring all work is undertaken in line with the Service Standard, you will keep your skills and knowledge up to date, completing training when required, making sure you are familiar with relevant policies, processes and guidance.

Key Relationships

- ✓ The wider Living Well Service team, consisting of the Service Manager, Service Coordinators, and Wellbeing Workers.
- ✓ Hospital NHS and Social Care teams
- ✓ Community organisations, Community organisations, Primary Care Networks, Frailty Teams, Project partners, housing and home adaptation services, and wider voluntary sector partners.
- ✓ Other Age UK Lancashire teams



Wellbeing Worker quote:

*"Working in this
service is the most
rewarding jobs I
have ever had. Each
day is different, the
clients are
wonderful, and you
feel like you are able
to make a difference
in someone's life"*

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Must have

- ✓ A caring and empathetic attitude with a focus on helping people to maintain independence
- ✓ An ability to provide a person-centred, flexible and responsive service
- ✓ Experience of managing your own workload, using decision making skills to manage and prioritise
- ✓ Ability to maintain professional boundaries
- ✓ Excellent communication skills with an ability to build relationships with individuals using the service, and other health care professionals and colleagues.
- ✓ Digital skills to enable you to manage your time efficiently and effectively, including Microsoft applications such as Outlook and Excel and everyday use of iPad and smartphone devices
- ✓ Able to undertake general physical activity in people's homes (often over 2 floors) for example providing light domestic duties
- ✓ Valid driving licence and use of a car for business purposes

Great to have

- ✓ Experience of, or awareness of, the issues affecting older people and carers
- ✓ Knowledge of services available to promote the health and wellbeing of older people
- ✓ Understanding of Frailty and awareness of falls risk factors
- ✓ Understanding of Safeguarding, risk awareness and Health & Safety, however training will be given
- ✓ Awareness of lone working.
- ✓ Promoting independence – identifying needs, signposting, sharing information.

Other information

- There is no personal care involved in this role.
- This role description is not intended to be exhaustive in every respect, but rather to clearly define the fundamental purpose, responsibilities and deliverables for the role.
- In addition to the contents of this role description, employees are expected to undertake any and all other reasonable and related tasks allocated by line management.

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