

# Support Worker

## Day Clubs

### 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

Age UK Lancashire provides a Day Club service across the county for adults over the age of 50.

The aim of the service is to provide a safe environment, where our members can connect, engage in enriching activities, and foster their independence and wellbeing.

### The job, in a nutshell

As a support worker, you will have the rewarding opportunity to assist our members in the day service, helping to enhance their quality of life and wellbeing while reducing feelings of loneliness and isolation.



### What you'll do for us / The Job

#### Engagement

- Deliver activities that are tailored to individuals needs, which promote choice, dignity and control.
- Provide practical and emotional support to enable maintenance of daily living skills.
- Provide signposting and keep up to date with information about relevant services locally to meet customers needs.
- Effectively communicating with customers, their carers and families and maintaining positive relationships with other voluntary and social care groups and agencies.
- Prepare and serve light refreshments and meals, maintaining a high-quality dining experience.

**DBS:** This role requires you to have an enhanced DBS check with adults barred list.

**Driving:** This role requires you to be a driver with access to a suitable car and appropriate business insurance cover.

### Our Values

We innovate

We care

We go above & beyond

We take responsibility

We are proud to work here

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## Day Clubs

### General Administration

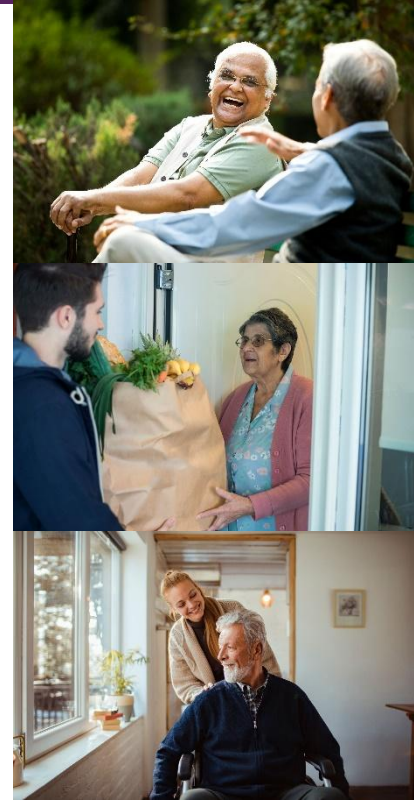
- Conduct assessments to identify needs, and with involvement from families and carers, work with individuals to develop, maintain and review support plans. Including plans for respite where appropriate.
- Complete routine admin tasks including emails and staying up to date with internal communication.
- Maintain accurate customer details using the Age UK Lancashire database as required, adhering to GDPR principles.
- Prepare and serve light refreshments and meals, maintaining a high-quality dining experience.

### Other Duties

- Establish effective internal working relationships with other Age UK Lancashire colleague and services.
- Involvement in local events and with relevant networks which raise awareness and support development of the service.
- Undertake any required mandatory training
- Support the Service Manager to ensure the efficient and effective running of the service
- Actively participate in regular supervision one to ones and personal development.

### Key Relationships

- ✓ Service Manager and team
- ✓ Head of Service
- ✓ Service Users and their families
- ✓ Local health care professionals
- ✓ Age UK Lancashire Colleagues



### Colleague quote:

*"I think the culture  
at Age UK  
Lancashire is very  
good, everyone is  
happy to help."*

*"I enjoy the work we  
do with our clients,  
it makes such a  
difference"*

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### Must have

- ✓ Experience working in either health, education, social services or community and voluntary sector
- ✓ Awareness and understanding of the needs of older people and the services available to support them
- ✓ Excellent communication skills – both verbal and written.
- ✓ Ability to work in a person-centred way demonstrating compassion and empathy
- ✓ Able to work well as part of a team and independently
- ✓ Ability to work flexibly to meet the demands of the post
- ✓ Basic IT skills

### Great to Have

- ✓ Level 2 in Health and Social Care or equivalent
- ✓ Experience of deliver activities to groups
- ✓ Experience of working with people living with dementia
- ✓ Understanding of the needs of carers
- ✓ Experience of In-house databases / CRM systems
- ✓ Food Hygiene training or First Aid

### Other information

This role description is not intended to be exhaustive, 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.

To comply in all aspects with Age UK Lancashire's policies and procedures and to participate and contribute to Age UK Lancashire's activities, meetings and training courses as required.

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