

WELLBEING WORKER

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.

If you come and work with us, you'll join around 240 colleagues and 110 volunteers who are proud of, and passionate about their work & our customers, who pull together as a team and who make an impressive difference in the lives of older people every day.

What you'll be a part of

Joining a thriving organisation, we'll ask you for your opinions and create opportunities for you to get involved in shaping what we do and how we do it.

Bridging the gap between the NHS and Social Care, you will provide 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.

Your work will include time spent within local hospitals, in the community, and at our Age UK Lancashire offices.

The Job

A Wellbeing Worker is solutions focussed, supporting people to access the help that they need when they need it, ensuring that people remain in their own homes for as long as possible.

A varied role that can be different each day, you may be assessing patients on wards, taking someone home directly from hospital, settling them back in to their own home, or working with them to access other services as their needs require.

You will offer practical and emotional support, including essential shopping and/or cleaning, collecting prescriptions, support to access other services and social reconnections.

You'll offer support to avoid crisis situations and when appropriate, provide links back into the community to prevent social isolation and maximise independence.



Employee Quote

*"Working in this service
is the most rewarding
job 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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This role involves being a point of contact for, and work closely with; hospitals, community services, health and social care staff and customers to build strong relationships increasing engagement in our services.

As part of your role, you will be open to keeping your skills and knowledge up to date, making sure you are familiar with relevant policies, processes and guidance.

We'll ask you for your opinions and create opportunities for you to get involved in shaping what we do and how we do it.

Key Relationships & Stakeholders

- ✓ The wider Short-Term Help & Support team, consisting of the Service Manager, Service Coordinators, and Wellbeing Workers.
- ✓ Hospital NHS and Social Care teams
- ✓ Community organisations
- ✓ Other Age UK Lancashire teams

What we are looking for

Compassionate and **caring**, you treat people as individuals and promote each person's dignity, privacy and independence.

You will be able to **understand the needs of older people or other vulnerable groups**, ideally with experience of promoting independence, health and wellbeing and social inclusion.

Focussed on providing a consistent high-quality service which is person-centred, **flexible, reliable and responsive**, you will be able to use your decision-making skills to manage and prioritise a varied workload.

You should be able to **communicate effectively** to build relationships with clients, other health care professionals and colleagues.

Utilising a range of **IT** and digital resources, you will be able to manage your time efficiently and effectively.

As Wellbeing Workers often **work independently**, it would be great if the successful candidate has an awareness of lone working, health and safety, risk assessments and safeguarding, however training will be provided.

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

Driving: To be successful you will require a full driving licence and access to a suitable car to complete Take Home & Settles

DBS: Dependant on your role you may be required to have an enhanced or basic DBS check and all the associated costs will be met by the employee.

This job description is not intended to be exhaustive. You will be required to help your team out from time to time, this may not be your usual day to day tasks however a flexible attitude is needed to ensure a smooth running of our service.

