

Community Care Responder

About the organisation

Age UK Lincoln and South Lincolnshire is an independent local charity, part of the Age UK brand partnership. We are a fast paced, forward thinking and friendly organisation, supporting more than 5000 people every week. Based at our activity centre on Park Street in Lincoln, we support clients right across the county through activities, social groups and the many services we provide.

Our vision – **a world where older people flourish** – is delivered in the pursuit of our strategic priorities and values:

To improve the lives of older people

Caring & Understanding

To increase our organisation's financial sustainability and contribution to the local economy

Dedicated & Passionate

To be leaders in providing high quality services and achieve customer excellence

Dignity & Respect

To be a partner of choice

Independence

To be an employer of choice for staff and volunteers

Compassionate

We employ more than 260 people in 19 different departments who are supported by more than 150 volunteers. As we continue to grow as an organisation, we are looking for the right people to join us. If you're motivated by our vision, believe in our strategic priorities and embody our values in everything you do, why not apply for a role at Age UK Lincoln & South Lincolnshire.

Our recruitment and selection process

All candidates are required to complete our [application form](#) to ensure a fair and consistent process; CVs will not be accepted.

The questions we ask are designed to capture the key information about your employment history and the skills and qualifications you have gained whilst at work or in education. We encourage applicants to use the job description and person specification when completing their application to demonstrate they understand the role for which they are applying.

Applications are sent to the hiring managers for short listing once the job advert has closed. In some cases, your application may be sent before the closing date if a sufficient number of applications are received.

We are unable to provide feedback on any application received by the organisation.

Job Description

Job title:	Community Care Responder
Department:	Response & Hart
Location:	Local offices in Boston, Grantham, Lincoln and Louth – countywide service covering the Lincoln & South Lincolnshire area
Hours of work:	8-hour shifts (1-hour break): 06:00-14:00 or 14:00-22:00 on a day contract or 22:00-06:30 on a night contract. We operate a flexible rota and there are opportunities to work additional hours to cover busy or seasonal increases in service delivery.
Hours:	35 hours a week
Contract:	Permanent
Responsible to:	Team Leader
Job purpose:	To provide a responsive service providing care and support to vulnerable people in order to avoid a hospital admission or to support a hospital discharge. Responding to Telecare alerts to support our clients across Lincoln and South Lincolnshire.

Key Responsibilities:

- Meet the customer at their home in a timely manner.
- On entering the customer's home; ensure safe access and all facilities are switched on and working.
- Ensure the internal layout of the home is suitable to support safe mobility.
- Establish the customer's outcomes and agree an appropriate care plan to achieve them.
- Provide comprehensive care and support packages including personal care if required.
- To complete a short-term care profile and other associated paperwork in partnership with the customer.
- To communicate with family, friends and neighbours if the customer wishes you to do so.
- Ensure stocks of food and refreshments are adequate if requested to do so by the customer.
- Make sure day to day belongings are in the right place and easy for the customer to gain access/use of.
- Install, test or check Telecare and other communication systems are operating successfully.
- Respond to a Telecare alert by visiting the customer's home.
- Take appropriate action of the above to remedy the issue/concern in conjunction with the Wellbeing Service and/or other agencies as necessary.
- In the event of a medical situation, contact the appropriate department – Community Nurse, GP, 111 or 999.
- Competently use equipment such as the Mangar Elk lifting device.
- In order to carry the role out successfully, ensure all appropriate equipment is with you at all times.
- To undertake mandatory training to include the Care Certificate.
- Work in partnership with other parts of the Response Service and external agencies.
- Support other departments within Age UK Lincoln & South Lincolnshire.

- Carry out all other duties as deemed reasonably appropriate by your Line Manager.

Person Specification

E	Essential	D	Desirable	A	Application	I	Interview
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Experience

Characteristic	Assessment	
Willingness to work a variety of shifts, including weekends.	E	A/I
Willingness to follow organisational policies & procedures	E	A/I
Experience of working in people's homes	D	A/I
Experience in providing support to vulnerable people	D	A/I
Experience of lone working and working independently	D	A/I

Knowledge

Characteristic	Assessment	
Understanding and appreciation of the needs of older people and people at risk	E	A/I
Knowledge of CQC regulations and outcomes	D	A/I
Awareness of services available for older people and people at risk throughout the county of Lincolnshire	D	A/I

Education & Qualifications

Characteristic	Assessment	
Good standard of general education	E	A/I
Evidence of training and ongoing development	D	A/I
Qualification to NVQ Level 2 (or equivalent) in Health & Social Care or equivalent health care qualification	D	A/I

Personal Qualities

Characteristic	Assessment	
Positive attitude and good sense of humour	E	I
Self-confident	E	I
Good organiser and time keeper	E	A/I
Ability to work in a small team	E	A/I
Willing to accept instruction and responsibility	E	A/I
Self-motivated and able to work alone	E	A/I
Flexible, cooperative, approach to work	E	A/I

Commitment to providing a customer focused service	E	A/I
Understanding the importance of and commitment to confidentiality	E	A/I
Committed to fulfilling the needs of vulnerable people	E	A/I

Additional Information

Using your car

It is an essential requirement to have a full UK driving licence with access to your own car. You must provide your driving licence, proof of vehicle insurance with business use and the make, model and colour of your vehicle.

Mileage

We pay 45p per mile up to 10,000 miles and a reduced rate thereafter.

Probation Period

All employees are subject to a six-month probationary period.

DBS (Disclosure & Barring Service)

This post requires an enhanced DBS check (adult's barred list).

Conditions of Employment

- Receipt of two satisfactory references (one must be a professional reference from your current or most recent employer; neither may be related to you)
- Proof of your right to work in the UK (please visit <https://www.gov.uk/prove-right-to-work> to find out what documents we can accept as proof of identity)
- A satisfactory enhanced certificate issued by the Disclosure and Barring Service (please visit <https://www.gov.uk/government/publications/dbs-identity-checking-guidelines/id-checking-guidelines-for-standardenhanced-dbs-check-applications-from-1-july-2021#group-1-primary-identity-documents> to find out what documents we can accept as proof of identity)

To find out more about this role please email HR@ageuklsl.org.uk or call 0345 556 4144 and ask to speak to a member of the HR team.