

Responder

About us

Age UK Lincoln & South Lincolnshire is a local independent charitable organisation and part of the Age UK Brand Partnership. Our organisation has been providing services and support to people aged 50 and over in the Lincoln and the surrounding area for 60 years, ensuring that they get the most from life. We currently support over 4,000 people every week in the community with 1,500 people attending our Head Office at Park Street for activities, home cooked food and social interaction.

Our vision and mission statement drive everything we do

Our vision

A world in which older people flourish.

Our mission

To improve lives of older people.

Our values underpin our work:

- **Caring & Understanding** – We recognise and understand the individual needs and requirements of our customers.
- **Dignity & Respect** – We treat our customers with the dignity and respect that they deserve at all times.
- **Dedicated & Passionate** – We are dedicated and passionate about ensuring the voice of older people is heard and valued.
- **Independence** – We are committed to supporting older people to live a fulfilling and independent lifestyle.
- **Compassionate** – We work compassionately to provide services and support to older people in our community.

We have over 250 employees and more than 200 volunteers across a diverse range of services:

Care Companions	Support Workers	Handyperson Service
Gardeners	Laundry	Deep Cleaning Team
Information and Advice	Lifeline Response	Activities & Events
I Forget (Dementia Service)	Volunteering	Retail
Human Resources	Finance	Fundraising & Marketing

We are embarking on a journey to grow our services to support more people and during this expansion need the right people to join us. If you are motivated by our values, vision and mission and want to be part of a fast growing, forward thinking and friendly organisation, why not apply to work for Age UK Lincoln & South Lincolnshire.

Job Title:	Responder
Job Category:	Response & Hart
Location:	Local offices in Boston, Grantham, Lincoln and Skegness – countywide service covering the Lincoln & South Lincolnshire area
Hours of work:	8.5-hour shifts (1-hour break): 06:00-14:30 or 13:30-22:00 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 hour
Contract:	Fixed Event until 31 st March 2025
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 safe 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.
- In order to carry role out successfully, ensure all appropriate equipment 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	
	E	A/I
Willingness to work a variety of shifts including weekends and night shifts	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	
	E	A/I
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

PERSONAL QUALITIES

Characteristic	Assessment	
	E	I
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

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

OTHER REQUIREMENTS

Characteristic	Assessment	
Full driving licence with access to own vehicle	E	
Satisfactory Enhanced DBS check	E	

Conditions of Employment

- Receipt by us of two satisfactory references. (One reference must be a professional reference from your last employer. Neither referee may be related to you).
- Receipt of proof of your right to work in the UK.
- A satisfactory enhanced certificate issued by the Disclosure and Barring Service.

Probationary Period

This post is subject to a six-month probationary period.

Driving Licence & Car Documents

You must provide your driving licence, valid car insurance stating business use and a proof of your vehicle's tax and MOT status.