

Community Care Responder

About the organisation

Age UK 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 U 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:	Hospital Avoidance & Response Team (HART)
Location:	Local offices in Boston, Grantham, Lincoln and Skegness – 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 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 or 28 hours a week
Contract:	Permanent
Responsible to:	Team Leader
Job purpose:	The Community Care Responder is responsible for delivering high-quality, person-centred care to clients in their own homes, ensuring a responsive service that meets the unique needs of each individual. This role involves carrying out comprehensive risk assessments and reviewing care plans, and providing personal care as required. The Community Care Responders will be committed to maintaining the safety and wellbeing of clients, responding promptly to telecare alerts and liaising with external professionals and families. A key aspect of the role is to ensure timely and accurate documentation, a respectful working environment and a proactive approach to care that is flexible and responsive to the changing needs of our clients.

Key Responsibilities:

Client Access & Safety:

- Ensure safe access to clients' home and arrive in a timely manner for scheduled visits
- Perform risk assessments of the client's home environment, reviewing and updating these assessments as needed to ensure safety and suitability for care.
- Perform, review and update medication risk assessments to ensure safe medication management.

Care Planning & Delivery:

- Establish client outcomes in partnership with clients, creating person centred care plans to meet their needs, goals, wishes and preferences.
- Follow care plans, ensuring they are always tailored to the client's individual needs.
- Carry out personal care tasks as required, always ensuring the client's dignity and comfort.

Documentation & Reporting:

- Complete all associated paperwork in a timely manner, ensuring that accurate records are kept on Salesforce.

- Communicate any concerns, observations, or changes in the client's condition to the Duty Team Leader in a timely manner.
- Ensure all records are up to date and in accordance with care standards, regulatory requirements and company policies.

Telecare and Communication:

- Install, test and check the functionality of telecare units and communication systems.
- Respond to telecare alerts promptly, ensuring immediate action is taken where necessary.
- Liaise with external professionals, such as GPs or community nursing teams, as needed to provide integrated care.
- Communicate with family and friends, as directed by the client, to ensure they are informed about the client's care.

Health & Safety:

- Ensure proper use of equipment, always adhering to safety protocols.
- Carry out manual handling and other physical tasks using appropriate safety techniques and equipment.
- Always carry and wear appropriate PPE (Personal Protective Equipment) as per guidelines and regulations.

Training & Compliance:

- Complete and keep all mandatory training up to date, including manual handling and all online learning courses, in line with regulations and Age UK Lincoln & South Lincolnshire policies.
- Ensure adherence to policies and procedures for infection control, health and safety and safeguarding.

Emergency & Crisis Management:

- In the event of an emergency, follow protocols for contacting emergency services when required.
- Report and concerns or incidents immediately to the Duty Team Leader and escalate as necessary.

Team Support & Additional Duties:

- Adhere to the organisational Respectful Working Policy, ensuring a positive, collaborative and respectful working environment for all colleagues and clients. Treat all team members with dignity and professionalism, fostering a culture of respect and support.
- Support other internal departments of Age UK Lincoln & South Lincolnshire and make referrals as necessary to ensure seamless care delivery.
- Carry out all reasonable requests made by line managers to support the broader team and client needs

Person Specification

E	Essential	D	Desirable	A	Application	I	Interview
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Experience

Characteristic	Assessment	
Ability to work a variety of shifts, including weekends.	E	A/I
Ability to follow organisational policies & procedures	E	A/I
Previous experience in a care or support role	D	A/I

Knowledge

Characteristic	Assessment	
Understanding and appreciation of the needs of older people and people at risk	E	A/I
An excellent communicator with proven ability to communicate effectively both verbally and in writing and liaise with people at all levels and from a variety of cultural backgrounds	E	A/I
Awareness of services available for older people and people at risk throughout the county of Lincolnshire	D	A/I
Knowledge of CQC regulations and outcomes	D	A/I

Education & Qualifications

Characteristic	Assessment	
Good standard of general education	E	A/I
Willingness to complete on going trainings	E	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
Strong organisational skills with attention to detail	E	I
Excellent communication and interpersonal skills	E	A/I
Ability to work independently and as part of a team	E	A/I
Willing to accept instruction, responsibility and accountability	E	A/I
A caring, empathetic and patient approach to client care	E	A/I
Flexibility to adapt to changing needs and tasks	E	A/I

Commitment to fostering a positive, inclusive and professional working environment	E	A/I
Understanding the importance of and commitment to confidentiality	E	A/I
Commitment to fulfilling the needs of vulnerable people	E	A/I
Integrity and transparency in all aspects of work	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.