

Discharge Buddies Support Worker

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 6000 people every month. 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 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:	Discharge Buddies Support Worker
Location:	Lincolnshire – Based in Boston, Lincoln or Grantham area, and willing to travel countywide.
Hours of work:	30 hours per week. Monday – Friday
Contract:	Fixed Event (until 31 st March 2026)
Responsible to:	Service Manager
Job purpose:	To help and support Age UK Lincolnshire in providing safe and effective discharges from hospital supporting the wider healthcare system. Assisting with tasks which enable the individual to go home safely and help them to remain living independently in their own home.

The service is tailored to each service user's unique needs and we provide as much or as little support as needed. You will play a vital role by contributing to the delivery of a range of high-quality services that support individuals remain at home safely. Your role involves working with persons at risk in a regulated and controlled activity.

There is no personal care duties involved.

Key Responsibilities

Housekeeping:

- Performing a variety of household tasks including vacuuming, dusting, cleaning bathrooms and kitchens, laundry, ironing and changing bedding.

Household Management:

- Collecting pensions and cash.
- Dealing with bills & correspondence.
- Picking up prescriptions.
- Shopping for food and household essentials.

Meal Preparation:

- Assisting and preparing meals/ snacks/drinks.
- Help with meal planning.
- Checking fridge for out-of-date food
- Washing up/putting dishes away.

Lifestyle Support:

- Escorting service user to church, theatre, cinema, library, garden centre or supermarket
- Support individuals to attend appointments (hospital, dental, hairdresser).

Pet Support:

- Feeding pets.

General Responsibilities

- Work collaboratively with Service Manager and discharge teams and colleagues.
- Attend team meetings and share best practice and knowledge.
- Display a positive, enthusiastic and forward-thinking approach towards the service and the organisation, using creative thinking to support people with their concerns.
- Promote and foster the organisation's reputation and standing within the community and with private, statutory and voluntary sector agencies.
- Establish strong links with other Age UK Lincolnshire teams and contribute to the wider aims and objectives of the organisation.
- Work in accordance with Age UK Lincolnshire's policies and procedures.
- Attend any training courses as required.
- Demonstrate flexibility in line with service demand.
- Always adhere to all policies and procedures of the organisation.
- At the heart of our organisation, a "One Team" approach aims to support creative and flexible responses from every member of our workforce there is an expectation for everyone to support colleagues beyond their own team.
- Carry out all other duties as deemed reasonably appropriate by your Line Manager.

Person Specification

E	Essential	D	Desirable	A	Application	I	Interview
---	-----------	---	-----------	---	-------------	---	-----------

EXPERIENCE

Undertaking a range of cleaning duties	E	A/I
Ability to work to time constraints	E	A/I
Following Lone Working Procedures	D	A/I
Previous experience of providing home domestic services	E	A/I

Ability to demonstrate experience of self-management	E	A/I
Supporting a person at risk with independence	D	A/I

KNOWLEDGE

Understanding the importance and commitment to confidentiality	E	A/I
Awareness of the functions of Age UK Lincolnshire's Services	D	A/I
Understanding and appreciation of the needs of a person at risk	D	A/I
Committed to a person-centred approach	E	

PERSONAL QUALITIES

Caring and compassionate	E	I
Reliable and good time management skills	E	I
Energetic and self-confident with a flexible and 'can-do' attitude	E	I
Communicate effectively, having the ability to understand & be understood – verbally and written	E	A/I
100% committed to helping improve the lives of person's at risk	E	A/I
Ability to perform the cleaning duties required; safely and to a high standard	E	A/I
Willingness to take personal responsibility for standard of work	E	A/I
Willingness to attend training as appropriate to the role	E	A/I

EDUCATION & QUALIFICATIONS

Competent in completing administrative tasks	E	A/I
Certification in the following: Basic First Aid – Manual Handling – Food Hygiene (Level 2)	D	A/I

OTHER REQUIREMENTS

Ability to be flexible	E	A/I
Satisfactory Enhanced DBS check	E	
Opportunity for evening/weekend work by prior arrangement	E	
Current UK driving licence with access to a car	E	

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.

Probation Period

This role is subject to a three-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-checkingguidelines-for-standardenhanced-dbs-check-applications-from-1-july-2021#group-1-primaryidentity-documents> to find out what documents we can accept as proof of identity)

To find out more about this role please email HR@ageuklincolnshire.org.uk or call 01522 696 000 and ask to speak to a member of the HR team.