

Senior Care Companion

About the organisation

Age UK Lincolnshire is an independent local charity and a valued member of the Age UK brand partnership. We are a dynamic, forward-thinking, and welcoming organisation, dedicated to supporting over 6,000 people across the county every month. With offices and retail outlets throughout Lincolnshire, we offer a wide range of services, social groups, and activities designed to help older people stay independent, active, and enjoy a fulfilling later life.

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're a growing organisation with over 260 dedicated employees working across 19 departments, supported by more than 200 passionate volunteers. As we continue to expand, we're looking for talented individuals who share our vision and values to join our team. If you're inspired by our mission, aligned with our strategic priorities, and committed to making a difference in later life, we'd love to hear from you.

Our recruitment and selection process

To ensure a fair and consistent approach, all candidates must complete our application form we do not accept CVs. The form is designed to capture key information about your employment history, qualifications, and skills gained through work or education.

We encourage applicants to refer closely to the job description and person specification when completing their application. This helps demonstrate your understanding of the role and how your experience aligns with our requirements.

Once the job advert closes, applications are reviewed by the hiring manager for shortlisting. In some cases, applications may be considered before the closing date if we receive a high volume of interest.

Interview Process and Reasonable Adjustments

At Age UK Lincolnshire, we aim to make our interview process as welcoming, fair, and accessible as possible.

If your application is shortlisted, you will be invited to attend an interview, which may be held in person or via video call (Microsoft Teams) depending on the role and circumstances. During the interview, we'll explore your experience, skills, and alignment with our values and the requirements of the role.

We are committed to ensuring that all candidates have equal access to opportunities. If you require any reasonable adjustments to support you during the recruitment or interview process; such as accessible formats, additional time, or alternative arrangements please let us know when you are invited to interview. We will do our best to accommodate your needs.

Job Description

Job title:	Senior Care Companion
Department:	Care Services
Location:	Countywide, in specified areas
Hours of work:	35 hours a week across 5 days, plus on call duties one week in four.
Contract:	Permanent
Responsible to:	Registered Care Services Manager and Care Coordinators
Job purpose:	The Senior Care Companion will provide high quality, compassionate care to clients in their homes while supporting the wider care team through leadership and oversight. In addition to delivering personal care and supporting daily living, the Senior Care Companion will review care plans and medication risk assessments, ensure timely medication delivery and prescription management and take part in the on call rota. This role is key to maintaining continuity, safety and excellence in care delivery.

Key Responsibilities:

Care Delivery & Personal Care:

- Follow and deliver care plans tailored to each client's specific needs.
- Provide personal care including showering, dressing and other tasks outlined in the care plan.
- Ensure that the client's home environment is safe, clean and supportive to their wellbeing

Medication Oversight:

- Administer medications as prescribed and in accordance with the care plan and organisational policies.
- Monitor clients for any side effects or reactions to medications and report concerns to a Co-ordinator or Care Manager.
- Ensure all clients receive their medication as scheduled

- Oversee prescription management: ensure timely delivery to pharmacies and collection where needed.
- Review and update medication risk assessments regularly.

Care Plan Reviews:

- Conduct regular reviews of care plans to ensure they reflect current needs
- Liaise with Coordinators and managers to implement updates and improvements.

On Call Duties:

- Participate in the on call rota one week in four
- Respond to urgent care needs, staff queries and service disruptions
- Escalate concerns appropriately and ensure continuity of care.

Timely & Consistent Care:

- Attend all scheduled visits in a timely manner and ensure the visit duration aligns with the care plan.
- Support colleagues in maintaining consistency and reliability across the service.

Client Support:

- Accompany clients to appointments as needed.
- Assist with food preparation and ensure the client has access to nutritious meals in line with their dietary needs and preferences.

Risk Assessment & Safety:

- Follow and review risk assessments and implement appropriate measure to ensure the health, safety and wellbeing of clients.
- Identify and report environmental hazards.
- Ensure all care tasks are carried out with consideration of health and safety protocols.

Digital Record Keeping:

- Keep up to date with all mandatory online and manual training to ensure compliance with care standards.
- Attend regular team meetings and contribute to discussions on service improvements and best practices.
- Maintain accurate records of care delivery and medication.

Health & Safety:

- Adhere to health and safety policies and procedures to maintain a safe working environment for both clients and staff.
- Use Personal Protective Equipment (PPE) appropriately and in line with organisational and public health guidelines.
- Maintain client, staff and organisational confidentiality, in accordance with confidentiality policies and the Data Protection Act.

Compliance with Legal & Regulatory Requirements:

- Adhere to the principles of the Mental Capacity Act (MCA) guidelines and ensure that decisions are made in the best interest of the client.
- Ensure compliance with CQC standards, following relevant regulations in the delivery of care.

Teamwork & Leadership:

- Support and mentor the care companions.
- Collaborate with Coordinators, managers and external professionals as required.
- Support colleagues in other departments as requested to ensure the effective running of services and delivery of care.
- Maintain a positive and respectful working relationship with clients, colleagues, line managers and other stakeholders.
- Carry out any other reasonable duties requested by your line manager to support the needs of the service and the clients.

Person Specification

E	Essential	D	Desirable	A	Application	I	Interview
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Experience

Ability to work a variety of shifts, including weekends	E	A/I
Ability to follow organisational policies and procedures	E	A/I
Previous experience in a care or community setting	D	A/I
Experience in a senior or supervisory care role	D	A/I

Knowledge

Understanding and appreciation of the needs of older people and persons 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
Knowledge of medication protocols and risk assessments	D	A/I

Education & Qualifications

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

Positive attitude and good sense of humour	E	I
Strong organisational skills with attention to detail	E	A/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 at Age UK Lincolnshire are subject to a four-month probationary period. This allows both you and the organisation time to ensure the role is the right fit, and to provide support and feedback as you settle into your position. During this period, performance, conduct, and overall suitability for the role will be reviewed in line with our policies and values.

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@ageuklincolnshire.org.uk or call 01522 696 000 and ask to speak to a member of the HR team.