

Support Worker

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:	Support Worker
Department:	Support Services
Location:	Across Lincolnshire
Hours of work:	Between our core hours of 08:30 – 16:00, Monday to Friday
Contract:	Zero hours
Responsible to:	Support Services Coordinator
Job purpose:	To provide domestic and lifestyle assistance for Age UK Lincolnshire's clients, enabling them to live in their own homes for longer. Each package of support is tailored to the client's needs, providing as much or as little help needed for them to maintain their independence. Support Workers may also provide support for other projects and contracts that involve hospital discharge. As a lone-working employee, Support Workers are responsible for their own time keeping and the safety of yourself and those around you. There are no personal care duties involved.

Key Responsibilities:

- Act as a safeguarding champion for the organisation
- Working as part of a team to develop and grow the service across Lincolnshire
- Maintain regular contact with the Support Service office to update on changes to client visits, issues and concerns (such as Safeguarding) or any change required to the service being provided
- To keep a record of work as required using our digital systems
- To undertake regular supervisions with your line manager
- To undertake relevant training connected with the role
- To support with hospital discharge work
- Housekeeping: vacuuming, dusting, cleaning bathrooms (toilet, sink, bath), cleaning kitchens

- (floors, worktops, fridges, windows (inside), washing & ironing, changing bedding
- Household management: pension and cash collecting, dealing with bills & correspondence, picking up prescriptions
- Shopping: food shopping, shopping for clothes, personal items and gifts
- Meal preparation: assist with the preparation of meals, snacks and drinks, checking the fridge for out of date food, help with meal planning, encouragement of healthy eating, washing up and putting dishes away
- Lifestyle support: escorting service user to church, theatre, cinema, library and garden centre, attend groups, clubs and local facilities, supporting service users to attend appointments (hospital, dental, hair dresser)
- Pet support: feeding pets
- Other tasks: diary management, completion of paperwork in service user's home
- Respecting confidentiality and working within professional boundaries
- Adhering to Age UK Lincolnshire's policies & procedures
- 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

Undertaken a range of cleaning duties	E	A/I
Ability to work to time constraints	E	A/I
Followed a lone working procedure	E	A/I
Experience of providing home domestic services	D	A/I
Can demonstrate experience of self-management	E	A/I
Used digital work applications on a smartphone / device	E	A/I
Supported a person at risk	D	A/I

Knowledge

Understand the importance of confidentiality	E	A/I
Awareness of the vision, strategic priorities, values and service offering the organisation	E	A/I
Committed to a person-centred approach	E	I
Understands and appreciates the needs of a person at risk	D	A/I

Education & Qualifications

Basic first aid	D	A/I
Manual handling	D	A/I
Food hygiene	D	A/I

Personal Qualities

Caring and compassionate	E	I
Flexible, demonstrating your adaptability to change	E	I
Reliable, demonstrating food time keeping skills	E	I
Energetic with a willingness to learn	E	I
Will attend training and development opportunities relevant to the role	E	I
Excellent written and verbal communication skills	E	A/I
Hard working and keen to achieve outstanding results	E	A/I
Takes responsibility and shows leadership	E	A/I

Additional Information

This job role is a zero-hour contract – What is a zero-hour contract?

A zero hours contract means you have no set or standard working hours or times. We cannot guarantee you a set number of hours per week. However, we will aim to build up your hours over time until you reach your desired hours, although we cannot guarantee how long this will take. We will try to offer holiday and sickness cover to top up your hours.

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

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.