Job Description

Job Title: Support Worker (working across all three departments)

Reports to: Client Services Team Leader

Location: Across the Faversham and Sittingbourne regions of Swale.

Job Description:

Job Purpose
To act as a Support Worker aiding where needed to the Dementia, Wellbeing and Hands2Help team under the management of the Client Services Team Leader. To provide support and assistance to older people both within the day center and the community of Swale, whilst adhering to the company code of professional conduct and all other relevant bodies.

Budget Responsibilities

To work within the organisations delegated authorities for expenditure and follow the guidance of the organisations financial policies relating to cash handling and finance administration.

Key Responsibilities

Dementia and Wellbeing

- To act as a general support to older people accessing Age UK Kent Rivers's Day Services.
- To undertake tasks required to assess and meet the needs of individuals on a daily basis, enabling independence, health and well-being of the clients.
- To participate in the efficient and effective running of the Day Centre, welcoming newcomers and ensuring a harmonious atmosphere is maintained.
- To participate and contribute generally to Age UK Kent Rivers's fundraising,

promotional and social events, working with other members of staff.

- To participate in the planning, implementation and evaluation of all activities in consultation with volunteers and clients.

- Write brief notes on each individual/group activity or session undertaken on the activities record sheet for inclusion in client's care plans.

- To ensure that any financial transactions in the day center are conducted in accordance with Age UK Kent Rivers's policy.

- To ensure compliance with statutory requirements, including Health and Safety and Fire Regulations. All risks and accidents must be reported to your line managers.

- To accompany clients on outings and events as required and to ensure their welfare at all times.

- To update care plans of any relevant care needs or actions taken.

- At end of the day assist with clearing away furniture and equipment. Leaving premises clean and tidy for the next day.

- To undertake additional hours across the sites to cover sickness.

- To work as part of a team to enable the independence, health and well-being of service users.

Hands2Help

- To provide domestic support to service users in their own homes, where required to cover, carrying out tasks such as shopping and housework services; including (but not limited to) cleaning, cooking, washing up, washing, ironing, pet care (if applicable) etc.

- To conduct regular home safety checks

- To maintain records of visits and any relevant care needs and/or action taken.

- To undertake routes economically, attending client appointments in location order via the Mobizio app.

- To collect service user contributions and record as appropriate.

- To undertake a range of allocated tasks to agreed standard within a specific time, according to the care plan.

As a General

- To provide support on a 1-1 basis within a client's home.
- To effectively monitor client satisfaction.
- To promote a healthy lifestyle to clients.
- To establish good relationships with clients (and their carers where applicable).
- To ensure that all clients are encouraged and empowered to Achieve Life's Fullness.
- To liaise with a range of health and social care professionals and organisations.
- To encourage and support individuals to maintain social networks and access to social and leisure facilities.
- To follow all the organisations policies and procedures as described in the handbook and on our policy platform.
- To take on any other reasonable duties, within individual capability, to meet the needs of the organisation.
- To provide information and make recommendations to your Team Leader that enable those to maintain up to date care plans and life histories of those assessed as suitable for the service.
- To ensure that the client's safety, respect, dignity and privacy are maintained at all times.
- To respect the confidentiality of clients and their families, thereby obtaining their permission to discuss or report issues relating to their health and well-being.
- To report to the Team Leader any related social/financial/medical needs required by Service Users, which should be known to, and could be dealt with by the relevant care commissioners.
- To attend and participate in training programs.
- To support your colleagues and work as part of a team.
- To attend supervision, appraisal and staff meetings as required.
- To work as part of a team to enable the independence, health and well-being of service users.

The areas covered in the Job Description are intended to provide an overall context to the role, and is not designed to be an exhaustive list of tasks.

Communication and working relationships

Internal

- Group Chief Executive
- Chief Operations Officer
- Client Services Team Leader
- Dementia Services Team Leader
- Community Services Coordinator
- Board of Trustees
- Support Workers (across Hands2Help, Dementia and Wellbeing)
- Volunteers
- Administration staff
- Service Users and their families

External

- Social Services
- Care Managers
- Age UK organisations
- Adult Mental Health Services
- Occupational Services
- Physiotherapy services
- Hospital Admission/ Discharge services
- Housing Organisations
- Statutory and Voluntary Organisations

Performance Review

Personal Performance will be assessed annually.

Personal development plan or training will be agreed with the Group CEO.

General

All employees are subject to the requirements of the Health and Safety at Work Act. The post holder is required to ensure, as an employee that their work methods do not endanger themselves or others.

All employees are subject to the requirements of the Data Protection Act and must maintain strict confidentiality in respect of Service Users, Staff information and records at all times.

All employees must comply with the organisations Equality and Diversity Policy.

Age UK Kent Rivers aims to maintain the goodwill and confidence of its own staff, Service Users and the public. To achieve this objective, it is essential that employees carry out their duties in a professional, courteous, and empathetic manner.

Age UK Kent Rivers maintains the right to amend the Job Description in consultation with the post holder. Any agreed changes will be notified in writing.

Personal Specification

- To hold an NVQ Level 2 in Health & Social Care or be willing to work towards.
- Must be prepared to undergo a Disclosure & Barring Service (DBS) check.
- To have experience of working with & meeting the needs of older people, with
- demonstrable knowledge of the types of medical conditions they may be affected by, as well as Dementia.
- Be able to work as part of a team, but also able to use own initiative.
- To have a flexible approach, with a willingness to provide cover for colleagues at short notice.
- Good communication & negotiation skills.
- Willing to undertake training.
- Full UK Driving Licence and access to own vehicle, with insurance to cover business use.