



JOB DESCRIPTION

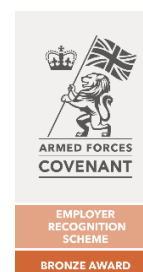
Community Support Worker

Post Title:	Community Support Worker	Pay Scale:	£23,876.84 per annum AUNN Band CD
Department:	Services/Community Support	Hours of Work:	37 hours per week
Responsible to:	Senior Operational Manager (Community Support)	Tenure:	Fixed term until 30 th September 2026
Based:	Home/Community (with a focus on Nottingham City)	Date of issue:	September 2025

Our charity shares a common goal, no matter what job role we carry out: that older people can find the help and support they need to enjoy their later life as much as possible.

PURPOSE OF THE DEPARTMENT/SERVICE

Age UK Nottingham and Nottinghamshire operate a range of community-based support services. This post holder will work within the Community Support team, primarily on the Wellbeing at Home Service. The service provides short term support to people to remain independent in their own home, either following a hospital admission or through the avoidance of the deterioration in health and wellbeing that could lead to a hospital admission. Support is offered through the provision of low-level interventions (not including personal or medical activities), which includes wellbeing checks, shopping/prescription collection services, re-establishing services or benefits, providing confidence building services and signposting/referring to other services to help improve health and wellbeing and maintain independence or sources of long term support. It is commissioned by Nottingham City Council as part of Adult Social Care, with designated referral routes. The service is for those people aged 18+ and is delivered via face to face and telephone support through trained staff and volunteers.



PURPOSE OF THE POST

The key purpose of this role is to provide direct brief intervention and short-term support and empowerment to people, in order to help maintain their independence in the community and to achieve positive wellbeing outcomes. A range of tasks will be undertaken including helping people complete forms, support with phone calls, provision of information both verbally and with relevant literature, introductions to social activities, signposting and referring to other local internal and external services, helping people find and maintain appropriate accommodation, establish safety and security at home, address fuel poverty, obtain aids and adaptations, encourage healthy lifestyles, address falls prevention and continence issues, and improve life, employment and social skills.

KEY DUTIES & RESPONSIBILITIES

The post holder is expected to demonstrate an acceptable level of competence in their role for each of the key duties and responsibilities listed below. Competence means demonstrating the required skills, abilities, attitude and behaviours in your work role.

Communication and Customer Service (C&C)

1. Provide high quality support to people in their own homes, the community, and via remote methods
2. Support individuals to set up peer support networks and contact with wider society
3. Have a good understanding of the boundaries of the community support service and make onward referrals or signpost elsewhere where appropriate
4. Have a good understanding of the boundaries of the community support service and make onward referrals or signpost elsewhere where appropriate

Planning and Organisation (P&O)

1. Ensure all deadlines and targets linked with the appropriate funding programmes are adhered to as a key priority
2. Effectively manage your own diary and workload including client-facing appointments, team meetings and administration and other tasks as appropriate
3. Ensure all your own cases/referrals are progressed in a timely manner
4. Be proactive within the role and provide cover for team members in their absence where reasonable and appropriate
5. Provide appropriate support to volunteers and colleagues

Recording & Monitoring (R&M)

1. Use case recording systems to ensure all client interactions are recorded, dealt with and progressed in a satisfactory and professional manner
2. Ensure that all outcomes and codes are entered onto our CRM system (CharityLog) in a timely manner
3. Be responsible for own administration, including producing all correspondence associated with the role

Quality (Q)

1. Keep appropriate notes and ensure these meet quality requirements
2. Undertake relevant training to maintain skills and knowledge necessary for this post
3. Comply with working practices and protocols to ensure a high quality service

Charity Focus (CF)

1. Have a good understanding of the services provided by the charity
2. Assist with attending events and other outreach activities, on an occasional basis, to promote relevant services

Team Work (TW)

1. Fully engage in informal catch-ups and team meetings to maintain a continuous flow of communication and peer support throughout the team
2. Work flexibly with other members of the wider team to ensure that key activities are delivered in an open and supportive environment

Specialist Knowledge (SK)

1. In conjunction with the person being supported, make an assessment of needs of the person, and the risks involved in supporting them
2. Support people in a strengths-based, outcomes focussed manner

Please note that all posts within the charity carry this level of expectation.

Charity Responsibilities - Standard Clauses

Your Needs

- You will keep under review your own developmental needs, keep yourself informed of current issues and be alert to the Age UK Notts training programmes and policies and attend all supervision meetings advised by your line manager. It is your responsibility along with your line manager to identify training and development needs and to inform your line manager of these (C&C, P&O).

Equality, Diversity and Inclusion

- You will uphold the Age UK Notts Equality, Diversity & Inclusion policies and practices thereby promoting fair and quality services to all. If Age UK Notts deem you have breached any of these policies this may be dealt with under the disciplinary procedure. All policies can be viewed on the Oracle - please ensure you refer to the Equality, Diversity & Inclusion Policy and the Bullying and Harassment Policy (Q, CF).

Health and Safety

- You will take reasonable care for your health and safety and have regard to other persons who may be affected by the performance of your duties, in accordance with the provisions of Health and Safety legislation and actively encourage, promote and reinforce all Health and Safety procedures in accordance with the guidelines laid down in the Age UK Notts Health and Safety Manual (Q).
- You will exercise proper care in handling, operating and safeguarding any equipment or appliance provided, used or issued by Age UK Notts or provided by a third party for individual or collective use in the performance of your duties (Q, C&C).

Safeguarding

- You will raise any concerns regarding safeguarding and report all allegations of abuse in line with the Age UK Notts Safeguarding policy (Q, CF, C&C).

Customer Care

- You will promote and deliver services in a way which is sensitive and responsive to those receiving such services and be aware of and implement the Age UK Notts customer care policies and service level agreement requirements (if applicable) (C&C, Q, CF).

Professional Integrity

- You will maintain at all times the professional integrity of the Charity and represent its main interests in any dealings with other bodies, groups and individuals (CF, Q).

Quality Assurance

- You will uphold and proactively contribute to the Age UK Charity Quality Standard (Q, CF).

Other

- Participate in, and promote fundraising & income generation (CF, C&C).
- Promote all Age UK Notts services and trading products (CF).
- You will attend staff meetings, the annual staff conference and other meetings as requested in order to keep up to date with information within the Charity (CF, C&C, Q).
- You will provide for your line manager regular timesheets, and any other reports or information as required (C&C).
- You will carry out any other specified tasks that may be reasonably required by the relevant Manager, with the proviso that any changes of a permanent nature will be included in the job description (TW).

This job description is intended as a summary of the main elements of the job described. They may be varied from time to time in consultation with the job holder without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.

I confirm that I have discussed the content of this Job Description with my line manager and that I understand its content.

Name of Employee:

Signature of Employee:

Date:

Name of Supervisor:

Signature of Supervisor:

Date:



Person Specification Community Support Worker

Please indicate on enclosed application form evidence to show why you fulfil each individual point below:

Essential Requirements

1. Have an awareness of the issues and practical difficulties affecting people at risk of losing their independence. (SK)
2. Ability to engage with individuals in their own homes in a friendly, and professional manner, assessing their needs sensitively while empowering them to set realistic goals. (C&C)
3. Knowledge of local statutory, voluntary and community services which support people to remain independent. (SK)
4. Good communication skills, planning and time management skills. (C&C, P&O)
5. Experience of working effectively and in a complementary way with a wide range of organisations. (C&C)
6. Good IT skills with the ability to use an assessment tool on a mobile device, keep accurate paper and computer-based records, and produce clear and concise written reports and figures. (R&M)
7. Ability to effectively plan and organise your workload, using your own initiative to ensure a reliable service delivery is achieved and that deadlines are met. (P&O, TW)
8. Ability to work dynamically as part of a team and achieve results in a busy environment. (TW)
9. Access to adequate transport arrangements to work across Nottingham City as required.
10. Knowledge and understanding of Equality, Diversity & Inclusion issues and a commitment to implement the Age UK Notts Equality, Diversity & Inclusion policy. (C&C, Q, TW, CF)

Desirable Requirements

1. Previous experience of community-based support work. (SK, CF)
2. Previous experience of working with older people and those at risk of losing their independence. (SK)



Summary of Main Conditions of Service Community Support Worker

Salary:	£23,876.84 per annum, AUNN Band CD
Start Date:	As soon as possible
Hours of Work:	37 hours per week Age UK Notts consider a full-time working week to be 37 hours, Monday to Thursday 9.00 a.m. to 5.00 p.m. and 9.00 a.m. to 4.30 p.m. Friday with 30 minutes for lunch (which is unpaid). Age UK Notts operates a scheme of flexible working hours.
Holidays:	24 working days (pro rated for part time hours). Employees are granted 8 Public Holidays. One additional days leave is added to the annual leave entitlement for each year of service up to a maximum of 8 additional days.
Mileage Allowance:	Currently 45p per mile.
Pension:	The Charity will contribute 4% of basic salary into our NEST pension scheme after 3 months service, with an employee minimum contribution of 4% (in line with auto-enrolment rules). However, employees may contribute more than the minimum required employee contribution.
Place of Work:	Home and field based

** As this role is home based you would need to ensure that you have adequate equipment and are setup for homeworking. IT equipment will be provided by the Charity.

N.B. Due to financial constraints, applicants who are not short-listed will not be notified. If you have not received an invitation to attend an interview within three weeks of the closing date you may assume that your application has not been successful.