



JOB DESCRIPTION

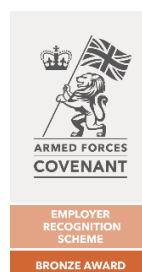
Community Response Service Support Worker

Post Title:	Community Response Support Worker	Pay Scale:	£20,930.13 per annum Band D
Department:	Information, Advice & Health Services	Hours of Work:	37 hours a week
Responsible to:	Senior Coordinator	Tenure:	Fixed Term for 12 months
Based:	Field based across Bassetlaw, Notts City & County	Date of issue:	April 2023

PURPOSE OF THE DEPARTMENT/SERVICE

The “Community response service” is a new and innovative collaboration between Nottingham & Nottinghamshire ICS and Age UK Notts to improve the quality of care of older people in the community and releasing capacity in our urgent health and social care services. Support is offered through the provision of low-level interventions (not including personal or medical activities) and holistic support planning, including the following activities:

- A non-clinical ‘**Home Response Service**’ to support a person in their home and releasing clinical responders or social workers until an ambulance arrives to convey them to hospital.
- **Safe and Well Checks** –following discharge from hospital Age UK Notts will offer ‘safe and well’ checks, to ensure they have everything they need to remain at home safely.
- **Strength Based signposting** - Ensuring relevant connections back into the community to promote independence and improve wellbeing.
- **Carer breakdown** – Age UK Notts to provide interim support for urgent carer breakdown affected by hospital admission.



PURPOSE OF THE POST

The key purpose of this role is to enable citizens to achieve positive wellbeing outcomes by helping them to manage their health and social care needs and reduce hospital admissions.

The Community Response support workers and volunteers will provide direct support and empowerment to people to help reduce unnecessary hospital admissions and promoting independence in the community. A range of tasks will be undertaken which may include:

- Nonclinical support whilst awaiting ambulance arrival / carer support.
- Social interaction and companionship,
- Shopping or supporting to arrange online shopping or deliveries,
- Collecting prescriptions,
- Monitoring general well-being,
- Emotional support and confidence building,
- Support for individuals to make appointments and transport arrangements,
- Restart services that may have ceased whilst they have been in hospital,
- Support around benefit applications either directly or through accessing appropriate welfare rights services,
- Healthy / Warm Homes applications and grant co-ordination and management for those who are struggling to keep their homes warm in the winter,
- Encouraging to eat, drink and take appropriate exercise,
- 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,
- Support to obtaining aids and adaptations,
- Encouraging healthy lifestyles,

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. To provide high quality support to citizens in their own homes.
2. Provide telephone support to people where appropriate.
3. Provide quick and simple early solutions to issues affecting people where possible. Where there is a more complex need or more sustained work is required provide short term support.
4. Support individuals to set up peer support networks and contact with friends, family and neighbours.
5. Attend all meetings and training events as required.

Planning and Organisation (P&O)

1. Be responsible for planning and undertaking visits and arrange and prioritise own caseload to meet targets.

2. To record all meetings, visits and training in the Outlook Calendar.

Recording & Monitoring (R&M)

1. To accurately record all relevant information on a central database in a timely manner.
2. To keep all records updated to allow accurate reports and management information for submission to commissioners for monitoring and evaluation purposes.
3. To ensure service evaluation is carried out by obtaining feedback from service users and volunteers.
4. To ensure all standard forms for the service (paper records and on Charity Log) are completed and maintained in line with the latest GDPR requirements.

Quality (Q)

1. Keep appropriate file notes for citizens and volunteers and ensure these meet quality requirements.
2. To undertake relevant training to maintain skills and knowledge necessary for this post.
3. Make referrals to internal and external services following the charities Customer Care Protocols and A to Z guide where possible.
4. To ensure your line manager is kept informed of any significant developments or issues which may impact service delivery.

Charity Focus (CF)

1. To have a good understanding of the services provided by the charity.
2. To ensure service targets are met.
3. Promote public health campaigns and encourage people to take advantage of these.

Team Work (TW)

1. Work with volunteers to support citizens where appropriate.
2. Take reasonable care for own safety while working in the community and comply with lone working procedures.

Specialist Knowledge (SK)

1. In conjunction with the person, assess risks involved in supporting them within and outside his/her home.
2. To support the citizen to identify “what matters to me” and coproduce a support plan to meet their goals.
3. Where required, accompany people to activities in the first instance to enable them to gain confidence to continue to attend independently.
4. Provide specialist SPECAL support for people with dementia (training will be provided)

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 and Diversity

- You will uphold the Age UK Notts Equality and Diversity 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 and Diversity 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 Response Service Support Worker

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

Essential Requirements

1. To have an awareness of the issues and practical difficulties affecting people at risk of losing their independence (SK)
2. Ability to visit and respond to a person's needs in their own home in a friendly manner, with sensitivity and respecting boundaries. (C&C)
3. Calm, confident, and proactive approach when met with changing events (C&C, TW, P&O)
4. Proven ability to empower and encourage people to identify and self-manage their needs (C&C)
5. Good communication skills, planning and time management skills. (C&C, P&O)
6. Ability to work effectively and in a complementary way with a wide range of organisations. (CF)
7. Good IT skills. (R&M)
8. 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)
9. Ability to meet service targets. (TW)
10. Current full driving licence and sole use of car (SK)**
11. To have knowledge and understanding of Equality and Diversity issues and a commitment to implement that Age UK Notts Equality and Diversity policy. (CF)

Desirable Requirements

1. Previous experience of working with people in the community. (SK, CF)

**** *Age UK Notts is committed to making reasonable adjustments, so whilst this job requires the jobholder to drive, your application will still be considered if you are unable to drive due to a disability**



Summary of Main Conditions of Service Community Response Service Support Worker

Salary:	£20,930.13, AUNN Band D
Start Date:	As soon as possible
Hours of Work:	<p>37 hours a week.</p> <p>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). Due to the nature of the service, there will be an expectation for some flexibility with working hours.</p> <p>Age UK Notts operates a scheme of flexible working hours.</p>
Holidays:	<p>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.</p>
Mileage Allowance:	Currently 45p per mile.
Pension:	<p>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.</p>
Place of Work:	Field based across Bassetlaw, Notts City & County. Support Workers will be assigned their own geographical area.

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.