



## JOB DESCRIPTION

### Senior Community Support Worker

<b>Post Title:</b>	Senior Community Support Worker	<b>Pay Scale:</b>	£24,915.80 per annum AUNN Band E
<b>Department:</b>	Services/Community Support	<b>Hours of Work:</b>	37 hours per week
<b>Responsible to:</b>	Senior Operational Manager (Community Support)	<b>Tenure:</b>	Fixed term until 30 <sup>th</sup> September 2026
<b>Based:</b>	Home/Community	<b>Date of issue:</b>	September 2025

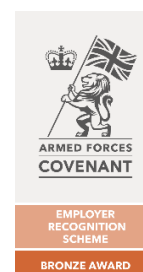
**Our charity shares a common goal, no matter what job role we carry out: that older people can find the help and support they need to enjoy their later life as much as possible.**

### PURPOSE OF THE DEPARTMENT/SERVICE

Age UK Nottingham and Nottinghamshire operate a range of community-based support services. This post holder will work primarily on the Connect Service, which provides flexible short-term support to older and/or vulnerable people in certain districts in Nottinghamshire. Support is offered through the provision of low-level interventions (not including personal or medical activities), which includes support planning, brief practical support, providing confidence/skills building, and signposting/referring to other services to help improve health and wellbeing and maintain independence. It is commissioned by Nottinghamshire County Council, with an open 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. The post holder will also support other community support services as required.

### 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. This support will range



from help with forms and phone calls to accessing housing, healthcare, social activities, and other services that promote safety, wellbeing, and life skills.

In addition to providing direct support to individuals, the Senior Support Worker will play a key role in triaging new referrals and in guiding and supporting the wider team to deliver high-quality, person-centered interventions. The postholder will contribute to service development, act as a point of escalation for complex cases, and ensure that best practice is embedded across the service.

## **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. Triage new referrals to identify needs, urgency and risk
3. Support individuals to set up peer support networks and contact with wider society
4. Have a good understanding of the boundaries of the community support service and make onward referrals or signpost elsewhere where appropriate
5. Work closely with internal services and partner organisations as appropriate to foster and effectively maintain positive working relationships

### **Planning and Organisation (P&O)**

1. Work closely with internal services and partner organisations as appropriate to foster and effectively maintain positive working relationships
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
3. Develop specialist knowledge / skills in certain areas relating to the support that we provide (housing, dementia, debt, social care, etc)

### **Leadership**

1. Provide peer support and advice to staff and volunteers concerning their service users and other aspects of their role on a day-to-day basis
2. Supervise, support, and line manage volunteers in line with organisational standards and practices
3. Contribute to service development

*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 Senior Community Support Worker**

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

### **Essential Requirements**

1. Experience working with vulnerable adults, in a strengths-based way, including those facing housing, health, or social challenges
2. Ability to assess people's needs quickly and accurately, and to triage cases to determine appropriate levels of support
3. Good understanding of safeguarding principles and the ability to maintain professional boundaries
4. Knowledge of local statutory, voluntary and community services which support people to remain independent
5. Good communication skills, planning and time management skills
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
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
8. Ability to work dynamically as part of a team and achieve results in a busy environment
9. Good coaching and role modelling skills
10. Access to adequate transport arrangements to work across Mid and South Notts where required
11. 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 mentoring or supporting colleagues
2. Previous experience of working with volunteers



## Summary of Main Conditions of Service Senior Community Support Worker

<b>Salary:</b>	£24,915.80 per annum, AUNN Band E
<b>Start Date:</b>	As soon as possible
<b>Hours of Work:</b>	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.
<b>Holidays:</b>	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.
<b>Mileage Allowance:</b>	Currently 45p per mile.
<b>Pension:</b>	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.
<b>Place of Work:</b>	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.