

## J O B   D E S C R I P T I O N

### Support Worker

#### AGE UK PLYMOUTH

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#### 1. SUMMARY

To provide assistance in all aspects of the care of older people using either of Age UK Plymouth's Day Centres.

Your role will involve working as part of a team, working closely with our management team, families, and friends of the people you are supporting alongside other health and social care professionals to ensure people are supported to lead the lives they choose.

Working within the agreed guidelines, policies and procedures and following instructions as determined by senior staff.

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#### 2. DUTIES

- a) To assist in the care and wellbeing of the service users.
- b) To support the provision of activities for service users, including the promotion of both mental and physical activities, this may include outings and would be primarily be under the direction of the Dementia Day Centre Manager.
- c) To carry out support tasks as described in individuals support plan or as instructed primarily by the Dementia Day Centre Manager.
- d) To build positive, professional relationships with service users and other members of the support team. Work closely with volunteers and attend any meetings as required.
- e) To support and enable service users to maintain a healthy diet.
- f) To support and enable service users to engage appropriately with other professionals and individuals interested in their health and wellbeing.
- g) To report immediately any changes in their client's patterns of behaviour or other significant events to the Dementia Centre Manager.
- h) To maintain records in relation to service users including ensuring that all observations and actions are accurately and objectively recorded into the care plan and other relevant documentation. This will include inputting data on to the Age UK Plymouth CRM system.
- i) To attend supervision and training as required and to maintain confidentiality.

- j) To provide support to carers as appropriate and as required.
- k) To alert the person in charge in regard to any issues or incidents which compromise the safety of self or others and/or are considered to be a safeguarding issue.
- l) To perform specific delegated duties / responsibilities as delegated by the Dementia Centre Manager.

**3. GENERAL**

- m) To assist with Age UK Plymouth functions held at all centres, as required.
- n) The ability to be flexible and work to the needs of the service.
- o) To comply with the Charity's Health and Safety policies and other relevant policies and procedures as contained in the Corporate Policy file, and as appropriate to the post.
- p) To assist and take part in the Charity's profile raising and charitable events.
- q) To undertake any learning and development training appropriate to the post.
- r) To undertake such other duties as are reasonably appropriate to the post.

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**4. UNDERTAKING**

I understand and accept my responsibilities, as outlined, for the post of Support Worker for Age UK Plymouth.

I accept the conditions of service.

Signed \_\_\_\_\_

Date \_\_\_\_\_

Name \_\_\_\_\_

(please print)