

Age UK Sunderland (AUKS)

Job Description

Post: Lifestyle Client Assessor (LCA)
Responsible to: Programmes Manager

Job Purpose

A Lifestyle Client Assessor evaluates the needs of individuals requiring support at home, conducting assessments for those who wish to access the AUKS Lifestyle Service. The post holder will conduct home visits, assess risks to ascertain what support is required (shopping, light housework, companionship).

The assessment criteria is then handed over to the Lifestyle team for a Lifestyle worker to be then allocated. The AUKS Lifestyle is a service offered by AUKS to people aged 50+. We believe that every person deserves to live independently, older people sometimes need support to achieve this and ensure a good quality of life.

Our Lifestyle staff can support people with daily living tasks such as light housework, shopping and companionship.

There may also be a requirement for the LCA to collaborate with families and health professionals if needed.

Job Description

- Initial Assessments: Visit potential clients at home to evaluate their support requirements and determine necessary areas of service.
- Risk Assessments: Identify potential risks in the home environment and report safety measures.
- Reporting: Maintain detailed, accurate records, often using digital systems to track progress.

Required Skills & Qualifications:

- Experience: Previous experience of conducting assessments to identify support needs.
- Knowledge: Understanding of older people's support needs.
- Communication: Excellent interpersonal skills to communicate effectively with clients, families and professionals.
- Person – Centred Approach: Focus on empowering individuals to live independently.
- IT Skills: To be confident with Microsoft packages and databases.

- Driving License: A full driving license and access to a vehicle is required for travelling to client's homes.
- To actively promote and market the Lifestyle service
- Liaise appropriately with external agencies and represent AUKS positively.
- To abide by and implement all policies and procedures of AUKS, including being aware of responsible corporately and as an individual for Health and Safety policy.
- To ensure confidentiality within the service delivery.
- To ensure compliance with GDPR principles at all times.
- To act as a safeguarding alerter and follow organisational policies and procedures
- To monitor risk and ensure compliance with the organisational lone working policy at all times
- To undertake all reasonable tasks, in keeping with the level of the post, as required by the CEO

Typical Qualifications

- NVQ Level 3 in Health & Social Care or equivalent is desirable.
- Experience in conducting support and risk assessments.

This post is subject to an enhanced DBS check

Age UK Sunderland

Person Specification

Post: **Lifestyle Client Assessor (LCA)**
Responsible to: **Programmes Manager**

Essential Criteria

Educated to a good standard preferably with an NVQ3 in Health and Social Care

Good knowledge of Sunderland localities

Understanding of and empathy with the needs and aspirations of older people

Excellent verbal and written communication skills

Ability to conduct risk and support assessments

Ability to respond effectively to unplanned/ emergency situations.

Have a working knowledge of all health and safety requirements regarding the provision of service delivery.

Ability to manage workload and prioritise appropriately.

Experience of working in a care environment

Demonstrate excellent organisational skills

A flexible approach to work

Maintain confidentiality at all times and adhere to GDPR requirements

Be I.T. literate

Possess a full, clean driving licence, have access to a car for work.