

Age UK Sunderland

Job Description

Post: **Essence Support Worker**
Location: **Doxford Park**
Responsible to: **Essence Manager**

Job Purpose

To provide practical, social and emotional specialised support to individuals who are living with a mild to moderate diagnosis of dementia and their carers. (This role does not involve supporting people with personal care.)

Job Description

To ensure the provision of innovative interventions and ongoing practical, social and emotional support to those living with a mild to moderate diagnosis of dementia and their Carers.

To develop a personal plan for the person with dementia and their carer, identifying appropriate interventions and barriers to maintain quality of life and independence.

Ensure the carer's personal plan includes the carer's needs in relation to their caring responsibility and their own personal needs and development.

To manage an active caseload ensuring all targets and KPIs are met.

To act as a navigator/social prescriber and listening ear to people with dementia and their carers.

To promote a self-management approach, to help people to help themselves through peer to peer support and access to more specialised service e.g. financial planning and legal services.

To actively maintain the 'Essence' of the person with dementia – whether that be in the hobbies they enjoy, enabling everyday activities for as long as possible in their home and community and through the Essence Service bespoke activity programme.

Encourage and support the person with dementia to remain linked into mainstream services, which can accommodate their needs and interests.

To ensure the Essence transitional pathway is adhered to and higher support services are sought for the person with dementia and their carers where appropriate.

Build a peer network that is supportive and offers opportunities for self-help and the sustainability for the person with dementia and their carer.

To ensure a robust referral pathway to VCS and statutory support across the city.

Support the carer of the person diagnosed with dementia to access support and advice to make known their life choices about their future care.

To actively promote, develop and market the Essence service liaising with partner agencies appropriately as an Age UK Sunderland representative

To ensure effective communication and joint working with the wider Age UK Sunderland teams

To support the recruitment, training, and development of volunteers involved in the delivery of the Essence Service

To keep accurate records of clients and volunteers via Charity Log in line with GDPR requirements.

To act as a safeguarding Alerter

To abide by and implement all policies and procedures of Age UK Sunderland, including being aware of and responsible corporately and as an individual for Health and Safety policy.

To undertake all reasonable tasks, in keeping with the level of responsibility of the post, as requested by the Chief Executive Officer.

Person Specification

Post: **Essence Service Support Worker**
Responsible to: **Essence Manager**
Location: **Doxford Park**

Essential Criteria

Experience of supporting people with dementia and carers.

Experience of social prescribing and sound understanding of community assets and infrastructure.

Knowledge of specialist dementia services who provide support to people living with dementia and their carers.

Experience of caseload management

Experience of producing personal support plans for people with dementia and their carers

Previous experience of working with vulnerable people

Experience of supporting community peer support groups and activities.

Possess excellent communication skills to deal with highly sensitive and emotional issues on a frequent and unpredictable basis.

Have a good understanding of volunteering and demonstrate ability to recruit, train and retain volunteers.

Commitment to working in the voluntary sector

Be innovative with enthusiasm to take on new challenges.

Be a dynamic self-starter

Demonstrate a flair for organising

Ability to respond effectively to unplanned/ emergency situations.

A flexible approach to work

Maintain confidentiality at all times

NVQ Level 3 or equivalent experience of working in a community environment.

Have excellent IT skills, with ability to produce reports, database input and other key IT project management tools.

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