

Job Description and Person Specification

Job Title:	Home Support Worker (Memory Lane at Home Service)
Hours:	Zero-hours
Location:	Community Outreach: Working in the homes and local communities of people supported by Memory Lane at Home.
Rate of Pay:	£12.71 per hour
Reports to:	Dementia & Community Services Manager and Dementia Outreach Coordinator

Brief Overview of the Role

To provide high-quality, person-centred companionship and support to people living with dementia through Age UK Surrey's Memory Lane at Home service.

The Home Support Worker provides meaningful social interaction, companionship and engagement within the person's home and local community, helping individuals to maintain their interests, routines, independence and connections with others.

The role focuses on wellbeing, companionship and meaningful engagement. Support will be tailored to each individual's interests, abilities, preferences and needs, using a dementia-informed and person-centred approach.

Key Responsibilities

Person-Centred Support and Wellbeing

- Provide warm, respectful and person-centred companionship to people living with dementia in their own homes and communities.
- Develop positive and professional relationships, taking account of each person's interests, preferences, routines, life history and communication needs.
- Use information such as the individual's Life History and Important Facts profile to provide personalised support.
- Promote choice, independence, dignity and wellbeing, encouraging individuals to remain involved in everyday activities.
- Recognise changes in mood, behaviour or wellbeing and report concerns appropriately.

Meaningful Activity and Community Engagement

- Plan and support meaningful activities based on the individual's interests, abilities and preferences.
- Encourage conversation, reminiscence, hobbies and social interaction.
- Support individuals to maintain connections with their local community, including accompanying them on agreed walks, activities, café visits, shopping or other outings.
- Adapt activities and support to meet changing needs and abilities.
- Help reduce loneliness and social isolation by promoting positive social and leisure opportunities.

Communication, Records and Safeguarding

- Communicate appropriately with individuals, families or agreed contacts and the Memory Lane at Home team.
- Maintain accurate and timely records of visits, activities, wellbeing and any concerns.
- Follow agreed risk assessments, support plans and health and safety procedures.
- Report accidents, incidents, safeguarding concerns or significant changes promptly in accordance with Age UK Surrey procedures.
- Maintain confidentiality and comply with data protection requirements.

Professional Practice

- Maintain appropriate professional boundaries and respect the individual's home, privacy, dignity, belongings and choices.
- Work in accordance with Age UK Surrey policies, procedures and values.
- Use a dementia-informed approach, adapting communication and support to the needs of each individual.
- Work collaboratively with individuals, families, carers, colleagues and other appropriate professionals.
- Undertake required training, supervision, meetings and maintain relevant knowledge and skills relevant to the role.
- Seek advice or guidance where an individual's needs change or fall outside the agreed scope of the service.
- Represent Age UK Surrey positively and contribute to the safe, effective and person-centred delivery of Memory Lane at Home.

Role Boundaries

Memory Lane at Home is a non-medical companionship and outreach service.

The role does not include:

- Personal care.
- Medication administration or management.
- Moving and handling.
- Clinical or nursing tasks.
- Activities outside the agreed scope of the service or the individual's level of training and competence.

Home Support Workers must only undertake activities for which they are appropriately trained and authorised.

Any changes in an individual's needs, or concerns about the suitability or safety of the service, must be reported to the Memory Lane at Home Team.

Person Specification

Desirable

- Dementia awareness, experience or relevant training .
- Relevant training or experience in health, social care, community or voluntary services.

Experience, skills and abilities

- Experience of supporting older people or working in a community, care, voluntary or similar setting.
- Experience of providing companionship, social support or meaningful activities.
- Understanding of person-centred support and the importance of promoting choice, dignity and independence.
- Understanding of the needs of people living with dementia, or willingness to develop this knowledge.
- Excellent communication and interpersonal skills, with the ability to build positive relationships.
- Patient, empathetic and able to adapt communication to individual needs.
- Able to recognise changes in an individual's wellbeing and report concerns appropriately.
- Able to plan and support meaningful activities based on individual interests and abilities.
- Able to work independently and use initiative, while recognising when to seek advice or support.
- Reliable, organised and able to maintain accurate records.
- Adaptable, flexible and self-motivated.
- Able to maintain appropriate professional boundaries and confidentiality.
- Able to work positively and respectfully with individuals, families, carers and colleagues.

Personal Qualities

- Warm, friendly and approachable.
- Compassionate, patient and non-judgemental.
- Respectful of individual choice, privacy and independence.
- Positive and encouraging.
- Trustworthy and dependable.
- Committed to improving the wellbeing and quality of life of people living with dementia.

Other requirements

- Must be fully supportive of diversity and equality of opportunity in the workplace.
- Willingness to undertake mandatory and role-specific training.

Safeguarding

Safeguarding is everyone's responsibility, and all staff are required to act in a way that safeguards the health and wellbeing of vulnerable adults. Familiarisation with, and adherence to, the appropriate organisational Safeguarding Policy and associated guidance is an essential requirement of all staff, as is participation in mandatory training.

Job Offer and Employment subject to satisfactory Right to Work Checks and Enhanced Disclosure & Barring Service (DBS) check.