

## JOB DESCRIPTION

**Job Title:** Be Well Support Worker

**Responsible to:** Services Director

**Hours:** 35 hours per week

**Starting Salary:** £19,929

### **Main purpose of job:**

To provide be well support, activities, coaching and advice to older people accessing our centre based service, and to those eligible for our Star Mental Health Recovery Services in ways that enable older people to achieve their goals and live their best life.

### **Core Role Responsibilities:**

Deliver one-to-one wellness planning sessions to older people to support mental health recovery.

Deliver peer group sessions to older people to support their mental health recovery.

To undertake client case reviews in support of mental health recovery and participate in staff and management meetings to set up to discuss, reflect and explore best practice and support interventions with clients.

To deal with referrals and other service enquiries and organise free taster experiences for clients.

To undertake goal setting support plan activities with clients eligible for our Star Mental Health Recovery Service.

To support clients through signposting and referral, to access community support services to support their wellbeing and enhance their quality of life.

To undertake planned 'move on work' with those clients identified with improved mental health and therefore no longer needing recovery services provided by the charity.

To provide off-site support to enable 131 Club clients to attend organised trips and activities.

To ensure all activities are appropriately risk assessed and any mitigating actions agreed by senior staff are implemented accordingly.

To facilitate an eight week rolling programme of '5 Ways to Wellbeing' activities for Club clients.

To attend planning meetings to ensure the smooth running of the services 131 Club and to undertake shift lead tasks on a rota basis.

To liaise with other departments to ensure appropriate transport for clients is in place, and that meal options and other special dietary needs are communicated with catering staff.

Engage with carers and next of kin on issues relating to the wellbeing of clients. or where additional support has been identified.

To respond to and report any safeguarding concerns raised following the charity's safeguarding policy, procedure and other support documentation.

To ensure all client data and sensitive information is handled and processed following the charity's Information Governance, policy, procedure and other support documentation.

To ensure all client, staff and volunteer sensitive data, personal and commercial information is recorded and stored in designated hard copy files and computerised record systems.

To work as part of a team to deliver all aspects of the service and to take an active role in personal and professional development.

To be able to demonstrate a clear understanding of service contractual targets, outcomes and outputs, and to collect and collate data to meet key performance indicators.

To be able to demonstrate a clear understanding of the charity's values through your work.

### **Organisational Support & Competencies:**

**Achieving Results:** Anticipates and seeks to solve problems. Understands processes and procedures. Takes responsibility for own work and personal development. Being accurate and achieving quality results.

**Effective Communication:** Actively listens and adapts message and communication style to appeal to the interest and level of audience. Questions and challenges information in a tactful, diplomatic and sensitive manner.

**Championing Age UK:** Fully understands Age UK and know your role within the charity. Understand the challenges of people in later life and promoting Age UK products and services. Be willing to share success and be a credible ambassador for Age UK.

**Focusing On The Customer:** Ability to identify customers in and out of Age UK and build positive relationships. Listens and acts on customer feedback and strives to provide a positive customer experience. Builds trusting and professional relationships with a diverse customer base and seeks to exceed customer expectation.

**Change & Innovation:** Generates and shares new ideas and finds creative solutions to current and future work issues. Embraces new change initiatives and adapts to new ways of working. Challenges existing ways of working and considers pros and cons of new ideas and choose the best option.

CRITERIA	Person Specification: Be Well Worker
<b>Qualifications and Training</b>	<ul style="list-style-type: none"> <li>• An NVQ in Health and Social Care or other relevant qualification.</li> </ul>
<b>Experience/ knowledge</b>	<ul style="list-style-type: none"> <li>• A minimum of 2 years work experience in the older people social care or voluntary sector.</li> <li>• Proven experience of person centred working, asset based approaches and/or a coaching model of support within a professional setting.</li> <li>• Experience of taking a lead in safeguarding within an organisation, embedding safeguarding principles and establishing good practice with staff and volunteers.</li> <li>• An understanding of common issues affecting older people such as dementia, long term conditions, social isolation, falls prevention.</li> <li>• An understanding of the '5 Ways to Wellbeing' and how to maximise the impact for older people through the delivery of planned activities.</li> <li>• Experience of one to one and group work to ensure clients meet support goals and achieve milestones they have set for themselves.</li> <li>• An understanding of severe and enduring mental health and best approaches in recovery work.</li> <li>• Experience of providing escort support to enable clients to access what they need at the Centre and to participate in off-site trips and other organised events.</li> <li>• Experience of Information Governance, roles, responsibilities and GDPR law in practice.</li> </ul>

CRITERIA	Person Specification: Be Well Worker
	<ul style="list-style-type: none"> <li>• An in-depth understanding of dementia and the impact of this on the lives of older people and their carers.</li> <li>• Experience of facilitating groups around wellbeing and self-care themes and able to measure the impact to ensure development of this type of support.</li> </ul>
<b>Skills/Abilities</b>	<ul style="list-style-type: none"> <li>• Ability to provide excellent customer service.</li> <li>• Ability to motivate and engage clients.</li> <li>• Excellent organisational, written and verbal communication skills.</li> <li>• Demonstrable IT skills in Microsoft Office and the application of data base systems.</li> <li>• Ability to compile data for a range of reports.</li> </ul>
<b>Commitment</b>	<ul style="list-style-type: none"> <li>• An understanding of and a personal commitment to meeting the aspirations and needs of all older people.</li> <li>• Commitment to ensuring that the charity's values are embedded in all aspects of the work.</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Ability to travel across the Borough of Tameside and the Glossop Area (community services only).</li> <li>• An understanding of the legal processes required to deliver centre-based services to older people.</li> </ul>

# AGE UK Tameside – Living the Values

Our values are based on feedback from staff, volunteers and clients and they're about what we all feel is important for everyone to experience at Age UK Tameside. Because we want our values to be more than just words on paper, each value has a 'live by' statement.

Take Pride in What We Do	Strive for Excellence	Put People First	Act with Integrity	Respect Others
<p><b>We live this by:</b></p> <p>I focus on attention to detail and check my work is accurate</p> <p>I see tasks through to the end</p> <p>I take personal responsibility for my own learning</p> <p>I reflect and learn to self-improve</p> <p>I share my ideas</p>	<p><b>We live this by:</b></p> <p>I openly accept feedback</p> <p>I make suggestion to improve the way we do things</p> <p>I understand change is a part of my role and will work hard to positively engage with it</p> <p>I am flexible and willing to adapt to get the best outcomes</p>	<p><b>We live this by:</b></p> <p>I see each person as an individual</p> <p>I welcome people with open body language – make eye contact and smile</p> <p>I explain my job role and how we work at AUKT</p> <p>I try my best to put myself in other people's shoes</p>	<p><b>We live this by:</b></p> <p>I do what I say I'm going to do</p> <p>I focus on what is right for the charity</p> <p>I speak up when things don't feel right even when it is difficult for me as a person</p> <p>I am open and honest and always willing to apologies</p>	<p><b>We live this by:</b></p> <p>I treat other people as I would like to be treated</p> <p>I understand that people may have different needs</p> <p>I understand that people have the right to make their own choices</p> <p>I reflect on my attitude and behaviours and how these may impact on others</p>

<p>I educate others about my area of work</p> <p>I care about the way I present myself to other people</p> <p>I see myself as a representative of AUKT</p> <p>I make sure I am on time for work and meetings sending my apologies promptly if needs be</p>	<p>I embrace learning new skills and increase by knowledge from the people around me</p> <p>If I don't know how to do something I ask</p> <p>I ask for the help and support I need to fulfil my role to the highest standards</p>	<p>I take time to listen and understand</p> <p>I notice when people need a bit of extra help</p> <p>I make sure the environment is clean, tidy, safe and secure</p> <p>I work to get the best outcomes for people</p>	<p>I learn from my mistakes</p> <p>I say when things are going wrong in time to do something about it</p> <p>I complete my work to the deadlines set</p> <p>I ask for help rather than just leave tasks undone</p> <p>I keep confidences and challenge when others don't</p> <p>I take personal responsibility when things go wrong rather than make excuses and blame other people</p>	<p>I listen to other people and except my opinions are not fact</p> <p>I challenge the behaviour not the person</p> <p>I help and support my co-workers so that we can work together as a team</p> <p>I take responsibility for my own feelings and how these might impact on those around me</p> <p>I make sure I am well prepared to participate in tasks, meeting and other service/team activities</p>
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