

YOUR TIER	Facilitator	PRIMARY FOCUS	Care
AREA OF WORK	Dementia & Carers	YOUR LEADER	Lead - Head of Care
SALARY (PER HOUR)		£14.73	
FUNDING AND LENGTH OF CONTRACT		Permanent	
CONTRACTED HOURS PER WEEK		24.5 hours	
LOCATION <i>NB – You may be required to work from other locations as part of the service delivered for Age UK Wirral under the EI&P contract</i>		Stanhope Court	

VACCINATION REQUIREMENTS

Not required

Early Intervention and Prevention Contract

Age UK Wirral are sub-contracted through Wirral Health and Wellbeing CIC to deliver services within the Early Intervention and Prevention Contract. The contract ensures that older people's wants and needs are the focus of what we do, and therefore our teams will have the ability and skills to work across various areas when the need arises.

Staff roles exist in three tiers – Lead, Facilitator and Navigator. Activities sit within the following thematic areas.

Practical Support	Out of Hospital	Wellbeing	Dementia and Carers
Transport Shopping Gardening Odd Jobs Seasonal Volunteer Army	Home from Hospital Complex Cases Third Sector Connectors	Befriending Phonelink Activities and Classes Social Groups	Day Care Carer Support

FACILITATORS

Facilitators are the driving force behind our services. Facilitators work closely with clients and volunteers, building trusting professional relationships and empowering people to improve their lives for the long term. Care Facilitators ensure that we understand people's needs and wants before and during their time with us.

IMPACT OF YOUR ROLE ON LOCAL OLDER PEOPLE

Vulnerable people will feel safe, respected, and heard during their continued contact within the organisation. Services will be delivered at the highest standard.

Bringing



Everyone's



Strengths



Together



THE VALUES YOU WILL SHARE WITH ALL OF US



Friendly – we treat people with respect and courtesy



Professional – we are experienced and skilled in what we do



Locally focussed – our priority is the people of Wirral in their local communities



Changing lives – we make a difference through what we do and how we do it



Person-centred – we provide support tailored to each individual

WHAT YOU GET IN RETURN FOR WORKING FOR US

- Great terms and conditions, including:
 - Generous annual leave – pro rata minimum of 28 days FTE plus bank holidays
 - 3% pension contribution
 - Generous company sick pay scheme
 - Reimbursement of all travel expenses incurred in the course of work
- A culture which helps you to grow and develop through:
 - Supportive and inclusive work environment where everyone is listened to
 - Regular supervision and appraisal
 - Opportunity to truly make a difference in a person-centred organisation
 - Full Corporate Induction and access to ongoing learning and development
 - Being part of a quality organisation Platinum accredited by Investors in People

YOUR ROLE

In the role of Facilitator you will:

- Provide person-centred care and support to ensure everyone is included and treated as an individual and has their needs met through the delivery of a high-quality service.
- Engage with individuals and their support networks to complete a robust assessment of the person's needs.
- Work closely with health and social care professionals to ensure holistic joined up support for individuals
- Support individuals to engage with groups and activities and feel less reliance on primary and acute health services.
- Ensure staff are following correct procedures, care plans and risk assessments.
- Complete up to date mandatory training as per care standards and CQC regulations (if working in a regulatory department).
- Review care plans and risk assessments as required.
- Administer, record and stock check all medication within the service to ensure safe administration for individuals and ensure the medication policy is implemented at all times.
- Document all interactions correctly so that we maintain clear and up to date records.
- Keep up to date with the way services are delivered across the organisation so that you can provide useful information to individuals
- Promote the positive mental and physical health of individuals by tailoring services to achieve positive wellbeing.
- Actively encourage individuals to achieve their goals, provide emotional support to them by actively listening to the way they feel and promote a positive solution-based approach.
- Support individuals who have difficulty mobilising to transfer and move around.
- Be flexible to support in other Care Facilitator roles across the organisation to meet service demands

- Complete up to date mandatory training as per care standards and CQC regulations (if working in a regulatory department)
- Demonstrate your leadership skills by ensuring the highest standard of care and support is delivered across services, and that we maintain the correct level of staffing to safeguarding our clients
- Provide support with daily tasks for our older people, including support with personal care needs as required by care plans
- Embody the principles of the Mental Capacity Act 2005 within the service, and to ensure that DOLS are applied for and used appropriately
- Develop and implement positive-risk taking approaches which prevent unwarranted restriction of people's lives, whilst maintaining an awareness of duty of care at all times, managing risk in such a way that respects the fact that people have a right to make choices and take risks, while at the same time recognising their right to a life free from harm and abuse.
- Investigate and complete reports on accidents/incidents, losses, complaints, etc., and respond appropriately, supplying relevant information if necessary to statutory bodies.
- Take appropriate action to correct failings, and to demonstrate that consideration has been given to mitigating future recurrence and correcting any situation that allowed failings to occur.
- Ensure that relevant certificates and licences as required by law are obtained and displayed.
- Support staff in facing difficult or circumstances through using own experience and personal courage.

QUALIFICATIONS NEEDED FOR ROLE

- NVQ 3 in Health and Social Care preferable, or willing to work towards.
- Medication training

BEING PART OF THE ORGANISATION

As colleagues, we all agree that we will work together by:

- Living the values of the organisation at all times.
- Recognising that change is essential to our growth and development.
- Looking for solutions and having a 'can do' attitude.
- Seeing ourselves as part of the bigger picture and playing our role in that wider team.
- Making sure that everything we do enriches the lives of local people.
- Looking after our own wellbeing and that of those around us.
- Cascading the culture of the organisation constantly.
- Always acting in the best interests of the organisation and local people.
- Ensuring safeguarding is always at the forefront of our minds.
- Being comfortable in raising issues and concerns and working together to find solutions.
- Recognising, celebrating and support the contribution that our volunteers make.
- Understanding the strategic direction of the organisation and playing our full part in that journey.
- Treating each other with respect.
- Contributing to ongoing development of the organisation.
- Always seeking to achieve the best impact through scarce resources.
- Adhering to the policies and procedures of the organisation at all times.
- Taking part in ongoing learning and development.
- Recognising that fundraising is a collective responsibility.
- Undertaking additional appropriate duties when requested and appropriate to grade and role.

OUR GOLDEN THREADS

We are united through our Golden Threads which mean that we all:

- Work together to make the best possible impact for local people.
- Work in a person-centred way, focussed on maximising people's strengths and assets.
- Keep focussed on local people across Wirral.
- Treat people as we would expect to be treated.
- Have a 'can do' attitude with a genuine desire to change people's lives for the better.
- Embed quality conversations with people, identifying people's goals and supporting them to achieve them, at the heart of what we do.
- Have high levels of personal integrity – we are open, honest and transparent.
- Embrace a learning culture where we improve from our mistakes.
- Embrace team working.
- Commit to working with people to empower them.
- Have good ICT skills to enable us work at our best.

This job description is intended as a summary of the main elements of your job described and may be amended from time to time, in consultation with you. It does not form part of your formal Terms and Conditions of Employment.

Date last updated

January 2026