# JOB DESCRIPTION

Age UK York is committed to diversity, inclusion, and equality. Through our recruitment we want to build a workforce that represents the communities we exist to help and that is best able to support all older people in York.

**Job Title:** CommunitySupport Worker

**Location:** You will be based at either Age UK York’s office or at York Hospital although most of your time will be out in the community where our services are delivered. You may need to travel to several different locations on a typical working day.

# Hours: 35 hours per week. These roles are offered on a full-time basis, however as an employer we support flexible working and are happy to reduced working hours.

**Holidays:** 5 weeks + 1 day plus statutory bank holidays (pro rata for part time working)

## AIMS OF THE ROLE

Community Support Workers support older people to regain and retain their independence and wellbeing following a personal crisis such as hospitalization, illness, or bereavement. They carry out a wide range of activities intended to enable older people to use their own strengths and resources to continue living at home, prevent hospital re-admission and re-engage in their community.

# RESPONSIBILITIES AND DUTIES

1. Provide assistance to a person returning from hospital or medical facility and those identified by local health professionals as being at risk of a further decline in health without a support mechanism. This can involve taking the person home from hospital.
2. Carry out ongoing assessment of the person’s needs and, where longer term support is needed, work with them to develop a support plan that meets these needs and enables them to move towards their goals. Provide appropriate support to help them achieve these goals.
3. Accompany service users to attend hospital appointments or engage in other activities in the community as required in the care/support plan.
4. Note, record and report on progress and any changes in a service user’s condition ensuring that appropriate actions are taken if a service user’s health deteriorates.
5. Liaise with health, housing, and other professionals to ensure that the needs of the service user are consistently met.
6. Carry out welfare checks and visits as required and assist service users with their activities to re-enable their daily living skills.
7. Provide practical and emotional support with issues such as mobility aids, transport, companionship, assistance with shopping, access to groups and activities. This might include referrals to other AUKY services.
8. Signpost to further support available liaising with Community Connectors and other external organisations, partners, and voluntary and community sector activities.
9. Maintain accurate records of activities undertaken using the Charity Log database.
10. Comply with AUKY policies and processes including those on lone working, manual handling, and infection control.
11. Ensure the service user’s health and wellbeing is preserved and that safeguarding policies and procedures are always followed.
12. Work with colleagues to ensure that health and safety legislation and risk assessments are understood and implemented.
13. Actively participate in team meetings and training as requested by your line manager.
14. Provide support to colleagues as needed to ensure effective teamworking and positive outcomes for service users.
15. Provide telephone cover during holidays and sickness, answering queries, taking referrals, accurately recording them on charity log, and sourcing assistance as required .

# PERSON SPECIFICATION

## Essential criteria

1. A commitment to supporting older people to improve their lives
2. Strong verbal and written communication skills.
3. A team player willing to work alongside other services
4. A creative approach to problem solving
5. Able to respond quickly to changing situations
6. Able to work on own initiative without supervisions
7. Ability to handle challenging or inappropriate behavior
8. A willingness to try new ideas, learning from both failure and success
9. Ability to use office software (Outlook, Word, database systems) with a high level of accuracy when inputting data

## Desirable criteria

1. Experience of working with older people with frailty, dementia or who are blind or partially sighted sight loss or are deaf or hard of hearing.
2. Full driving license with no more than 6 points; access to a vehicle suitable for transporting older people.
3. Experience working in the voluntary or charitable sector
4. A qualification in health and social care or equivalent qualification