

## Main purpose of job

To enhance the lives of older people by offering a high-quality service within their homes, hubs and hospital. To be responsible for the delivery of practical support and pro-active co-ordination in accordance with an individual's wishes and circumstance. To complete holistic assessments within community hospitals and a persons' home. Liaising with a range of services including health, social care and other appropriate charities. To offer a user-focused service, ensuring good practice, promoting independence, confidentiality, and integrity at all times. To provide support to those who attend groups or community facilities for social activities, including the Active Living Hubs.

## Main duties and responsibilities

- Completing holistic assessments within a community hospital and client's homes to assess their support needs.
- Pro-actively liaising with Active Living and other organisations to piece together a wrap- a -round service to support a client.
- To support with ongoing and ad-hoc home support and adjustments to create a safe environment. This may include -
  - Cleaning,
  - Sourcing household items and possible support to purchase
  - Ensuring adequate heating
  - Laundry
  - Assisting with meal preparation
  - Shopping
  - Companionship
  - Light gardening
  - Activities in the home
  - Providing carers with a break or respite
  - Supported Walks
  - Encouraging participation in social activities
  - Undertaking visits to social areas such as shops, garden centres, activity clubs
  - Signposting to other agencies or charities as required.
- Supporting clients with home administration tasks such as opening post, support with paying bills and other duties.
- On-going liaison with health teams and social care professionals.
- Working within the Hubs to provide assistance in delivering activities and services that support the actions of daily living.
- Ensure the service provided is of a high quality and responsive to individual client needs by participating in regular service meetings and reviews with the Active Living team, this should include regularly seeking feedback from people that use the service.
- To accurately maintain records and worksheets, with full consideration to Data Protection. At all times respecting confidentiality and reporting any concerns or safeguarding issues to the Active Living Team. To use Share file and other IT platforms to share information safely.
- To support and promote inclusion for those most at risk of being isolated
- Contribute to any activity reports and the collation of evidence regarding the effectiveness of the service.

## Key contacts and relationships

The post holder will be responsible to the Hospital and Home Service Development Lead and will work closely with other Hospital to Home team members, the Active Living team, and hub staff and volunteers.

## Job context

This post is subject to a satisfactory Enhanced Disclosure and Barring check with Adult barred check.

Travel is an essential part of the role; the post-holder will therefore be required to travel independently to various day service venues in order to fulfil the requirements of the role.

The postholder will be required to adhere to the organisations Code of Conduct and demonstrate commitment to our organisational values.

Our goal is inspiring individuals and communities to age well. We recognise that each person is an individual and we put them and their lifestyle needs at the forefront of all that we do. We believe that, by enabling a person to live the life they want, to the best of their abilities, using their own motivation to achieve their chosen lifestyle, they will attain a greater sense of well-being. This, in turn, is shown to have a positive impact on their health, reducing their dependency on formal health and social care, and helping them feel more connected to the people and activities in their local community.

Every volunteer and staff member within Age UK Cornwall & The Isles of Scilly is expected to uphold and promote these values in every aspect of their role, positively influencing and challenging attitudes and practice to enable others to adopt the same values.

## Office base

Active Living Hubs in St Austell and Newquay with the requirement to work at different locations and venues.

The organisation reserves the right to require you to work at such other place of business of the organisation as the organisation may from time to time reasonably require.

*The above description is correct as of September 2023. The post-holder is expected to undertake duties relevant to the role, some of which may develop and change over time. Therefore, this job description will periodically be reviewed and amended in consultation with the post holder.*

Print Name ..... Signed ..... Date .....

## Key Competency and experience

| Experience                                                                                                                                                                                                                               | Essential | Desirable |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|-----------|
| Experience of engaging positively with a person and demonstrating active listening                                                                                                                                                       | X         |           |
| Confidence to liaise with health and social care professionals and other organisations.                                                                                                                                                  | X         |           |
| Experience of practical support, including cleaning, laundry, food preparation etc.                                                                                                                                                      | X         |           |
| IT experience in order to access client information via a safe and secure file sharing and transfer service and in order to participate in online training sessions and meetings as required (reasonable adjustments will be considered) | X         |           |
| Experience in care / community work including working with people with dementia                                                                                                                                                          |           | X         |

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|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|---|
| Previous experience of working in care and health.                                                                                                                                                                                                                                                                          |   | X |
| Care planning & risk assessing                                                                                                                                                                                                                                                                                              |   | X |
| Safeguarding referrals                                                                                                                                                                                                                                                                                                      |   | X |
| <b>Skills &amp; attributes</b>                                                                                                                                                                                                                                                                                              |   |   |
| Ability to offer a high-quality Hospital to Home service and understand the importance of client and relatives support                                                                                                                                                                                                      | X |   |
| Friendly and caring nature with a commitment to understanding the needs of the clients and their relatives who use the service                                                                                                                                                                                              | X |   |
| Skill and ability to meet the training requirements of the post, including but not limited to data protection, health & safety, infection control, moving and handling, safeguarding, first aid, risk assessing and food hygiene; and skilled in applying this learning to all interactions with people who use the service | X |   |
| Skill and ability to conduct yourself in a professional and considerate manner at all times, providing excellent client support as part of an integrated experience                                                                                                                                                         | X |   |
| Good verbal and written communication skills. Ability to use an iPad to collate and transfer information regarding clients.                                                                                                                                                                                                 | X |   |
| Ability to form positive and constructive working relationships with colleagues, volunteers and clients and their relatives/carers.                                                                                                                                                                                         | X |   |
| Ability to offer a high-quality support service and understand the importance of creating a sustainable support package.                                                                                                                                                                                                    | X |   |
| <b>Knowledge:</b>                                                                                                                                                                                                                                                                                                           |   |   |
| An understanding of, and interest in the people who access our services, their situations and the opportunities they may want and/or need                                                                                                                                                                                   | X |   |
| Understanding of importance of infection control and PPE use; adherence to using and disposing of PPE correctly – Masks, Gloves & Aprons                                                                                                                                                                                    | X |   |
| Understanding of and adherence to organisational Code of Conduct, and relevant policies including but not limited to Data Protection & Confidentiality, Safeguarding, Health & Safety and Fair treatment                                                                                                                    | X |   |
| Understanding and adherence to the organisation's Lone Working procedures                                                                                                                                                                                                                                                   | X |   |
| Full understanding of the confidentiality requirements of the role; acting within the organisation's policies and procedures, and the protocols of the team.                                                                                                                                                                | X |   |
| Full Understanding and adherence to the Active Living Support Assistants Standards & Guidelines                                                                                                                                                                                                                             | X |   |
| <b>Other</b>                                                                                                                                                                                                                                                                                                                |   |   |
| Attending and achieving the required standards of training, including mandatory training. E-Learning and update sessions                                                                                                                                                                                                    | X |   |
| Ability to travel independently to various Home Support venues, arriving on time to meet the needs of the service                                                                                                                                                                                                           | X |   |