



SENIOR SUPPORT WORKER

Recruitment Pack

AUKEL: Our vision, mission and values

We are in the process of co-producing a refreshed organisational vision, mission and values, and are involving older people in this important work. Meanwhile the ones below are our ‘working’ vision, mission and values.

Vision

Our vision is that older people in East London feel part of their community and are as happy and independent as they can be.

Our Mission

We will provide accessible, consistent, flexible, and kind services for older people that are targeted at the people who need us the most.

AUKEL values		How we demonstrate them/live them		
Value	To clients	To colleagues	To partners	To funders
Kind	We treat all clients with kindness, patience, generosity and care. Our practice is trauma informed.	We are kind and generous to each other.	We treat our partners with kindness and are friendly and approachable.	We do all we can to give funders what they ask for, remembering that trust is key to good relationships.
Accountable	We do what we say we are going to do. We’re reliable and trustworthy.	We deliver on commitments to each other, we are clear, honest and open when we run into challenges.	We do what we say we are going to do, and we are clear, honest and open when we run into challenges	We do what we say we are going to do and always demonstrate our value. We are clear, honest and open when we run into challenges
Collaborative	We work as equal partners with clients. We empower and collaborate with them. We co-produce solutions.	We work with each other; we listen and learn from each other and support one another other.	We work as partners, not competitors – we put the needs of beneficiaries first.	We work with funders, listen to their objectives, and work together to deliver the best solutions for beneficiaries.
Flexible	We adapt according to the needs of our clients; we recognise the barriers many older people face and do our best to fit our services around them.	We are a flexible employer; we try hard to enable people to work in a way that suits them. We adapt to help each other out as a supportive team.	We listen hard to the needs of our partners and try hard to make collaboration work.	We do all we can to meet the requirements of funders because their trust in us will ensure ongoing investment in service delivery.

Inclusive	All older people feel that AUKEL is 'for them'. We deliberately work to make our services inclusive and take positive action to remove barriers for people least likely to trust us.	All staff and volunteers can be themselves at work, feel treated equally, trust that their voices are listened to and are given the opportunity to progress.	We seek out partners and develop partnerships that enable us to ensure that the needs of all older people are met.	We develop a diverse funding base which enables us to deliver work that we identify as meeting unmet need.
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Our commitment to Equity, Diversity and Inclusion (EDI).

Age UK East London is committed to **Equity, Diversity and Inclusion (EDI)**, we recognise it as central both to our service delivery and to 'our people'. We want to build a diverse and inclusive team where everyone feels that they belong. We are aiming for a staff team that, at every level, reflects the profile of our local community and for this reason particularly welcome applications from people we want to see better represented in our organisation - people of colour, LGBTQ+ people and disabled people.

About Age UK East London (AUKEL)

The organisation

Age UK East London (AUKEL) is a local independent charity, which is part of the national Age UK network. We work across Tower Hamlets, Hackney and Newham to deliver services which support older people to live healthier, happier and more fulfilled lives.

Our work

Each year we support around 20,000 older East Londoners by providing flexible practical and emotional support in homes, hospitals and in the community. Our boroughs have the country's highest pensioner poverty in the country, further exacerbated by the current cost of living crisis.

How we help:

1. We tackle poverty

Each year our advice service supports over 2,000 older people to claim £3.2million in welfare benefits, grants and relief entitlements. During the cost of living crisis we distributed £42,000 worth of emergency vouchers for food, helping older people ensure there was food in the fridge.

2. We alleviate loneliness

According to a national model, Tower Hamlets has the highest rates of loneliness in London and in England. Our East End Friends initiative teams housebound older people who'd like a bit more company with a volunteer to visit them at home. 92% of older people said they felt less isolated and lonely and 100% of volunteers would recommend the scheme.

3. We improve health

Many older people live alone and struggle to manage around the home. Our home from hospital service supports 3,000 older people to return to a safe and warm home. Just 6% are readmitted to hospital within 28 days compared to 15.3% in areas where there aren't these services.

4. We increase independence

Many older people in our boroughs have very poor health. For example, at age 65, women in Tower Hamlets can expect just six more years of good health, which is the lowest in London and almost the lowest in England. This reduces their quality of life and can make it harder to remain independent. As well as increasing income and addressing loneliness (both determinants of health) we offer yoga, walking, and chair-based exercise groups at our community centre in Bow. 87% of participants said they are more independent as a result.

About the team

We are a friendly, welcoming team of 80 staff and c. 160 volunteers. As well as many new starters we have several colleagues with 20+ years of service. You can read about our senior team on our website <https://www.ageuk.org.uk/eastlondon/about-us/senior-staff/>, and here's a picture of a few of us at a summer picnic taken early in July:



JOB DETAILS	
Job Title	Senior Support Worker
Salary	£23,720 per annum
Hours	Between 21-35 per week Set shift pattern available: Monday to Friday Friday, Saturday, Sunday Saturday, Sunday, Monday
Place Of Work	Across East London and Noth-East London Hospitals
Contract	Fixed term- 3 months with a possible extension
JOB DESCRIPTION	
<p>Job purpose</p> <p>We are looking for senior support workers to join our existing team and help us meet the additional need for our services during the winter months. The contracts are for an initial three month period, but may well be extended.</p> <p>The purpose of the support worker role is to enable older people to remain living independently in their homes. You will provide practical and emotional support to customers within their home and make sure they understand the care and treatment choices available to them. Additionally, the senior support worker will support a team of home support workers and volunteers working across East London. You will carry out new customer assessments and reviews within the customer’s home and within the hospital prior to discharge, you will carry out home support workers spot -checks and keep our customer relations management system (Charity Log) updated.</p> <p>Key tasks</p> <ul style="list-style-type: none"> • To assess the needs of customers in their homes, and in hospital before discharge to understand what barriers and enablers there might be to moving home. • To provide (and/or arrange) the practical and emotional support needed to enable the customer to move home and/or remain safely at home. • To notice whether the customer has additional needs that our wider team, or partners can support with, and refer/signpost as needed. For example for benefit checks, energy advice, carers support. • To help maximise customer independence by adopting an enabling approach. • To develop a listening and caring relationship with the customer and their families/carers. • To provide personal domiciliary support as prescribed in the customers individual support plan, if required. • To provide domestic practical support within the home e.g., light cleaning, washing, ironing (customers clothing only) etc, if required. • To prepare and service drinks and simple meals with or for the customer ensuring that the customer’s nutritional needs are met in accordance with individual support plan. if required. • To accompany customer outside the home e.g., hospital/GP appointments etc, if required. 	

- To support customer with other tasks e.g. making telephone calls on their behalf, reading and responding to correspondence, completing simple forms (*training will be provided*) as directed by the customer etc.
- To ensure that the services provided by AUKEL in the community are safe and person centred.
- To provide cover in the case of sickness and annual leave periods of colleagues.
- To ensure that home support workers working in the community are delivering services in accordance to the Care Quality Commission Fundamental Standards through regular spots checks.
- Carry out new customer assessment and reviews and ensure they are uploaded on to AUKEL's organisational customer relations management system (Charity Log).
- Meet with volunteers to provide support and guidance.
- To work with a range of professionals including:
 - Supporting health and social care professionals with patient discharge
 - Liaising with the Hospital health and social care professionals to facilitate smooth supported discharge.
 - Referring to other local services.

Administration

- To carry out spot checks and report any concerns to your direct line manager
- To ensure that Customer User Comment Sheets are completed and checked for any concerns before passing over to the Head of Home & Care each month.
- To comprehensively complete Customer Comment Sheets in respect of your own customer allocation.
- To upload customer records on to AUKEL Charity Log.
- To carry out first stage investigation in relation to any complaints received in respect of support workers and/or home helps.

Quality

- To ensure that services provided in the community are delivered in accordance with the Care Quality Commission (CQC) fundamental standards and guidelines.
- To deliver all work in line with AUKEL Quality Mark standards.
- To commit to undertaking the Care Certificate, if not already held or in possession of NVQ level 2.
- To complete essential training as required by AUKEL to provide safe services.

Liaison

- To work in collaboration with other agencies providing support within the customer's home.
- To work under the direction of the service co-ordinators.
- To represent AUKEL and participate in appropriate external meetings and events to remain aware of local, regional, and national issues affecting quality and compliance issues affecting care and home support services.

General

- To meet regularly with your assigned line manager for support, supervision, and appraisal.
- To attend team and all staff meetings, (*and other meetings*) as required.
- To undertake any other duties within the competence of the post holder as may be required from time to time for the continued smooth running of AUKEL.
- To complete any training which is required to fulfil the role.
- To carry out the duties of the post in accordance with AUKEL policies and procedures including Equal Opportunities, Mental Capacity, Deprivation of Liberty, Food Hygiene, Health & Safety,

Confidentiality, Complaints, GDPR (General Data Protection Regulation), Safeguarding Vulnerable Adults etc.

Functional Links

- The post holder report to the Project Coordinator.
- Close working with NHS health & social care professionals.
- Close working with external partner agencies e.g. Age UK Redbridge, Barking & Havering, and Age UK Waltham Forest.
- Close working with AUKEL internal departments e.g. information and advice, advocacy, Take Home & Settle services, and volunteering department etc.

Person Specification

Experience

Essential

- Experience of one-to-one work with vulnerable customers including those with multiple issues and needs either through paid or unpaid position.

Desirable

- Care Certificate or CQF Diploma NVQ Level 2, or equivalent, in Health & Social Care.
- Experience of working collaboratively with external partners.

Skills/Attributes

Essential

- Excellent interpersonal skills
- Good English verbal and written communication skills
- Good planning and organisational skills.
- Ability to work independently and as part of a team
- Ability to prioritise and manage time and resources in a competent manner
- Basic IT skills, including the ability to use mobile phone applications
- Can demonstrate AUKEL values (accountable, kind, flexible, inclusive, collaborative) in the way the service is delivered.

Desirable

- Ability to speak community languages e.g. Bengali, Urdu, Punjabi, Turkish etc.
- Good IT skills using word, excel or willingness to learn – training will be provided
- Ability to drive with use of own vehicle (mileage and essential car users will be paid).

Knowledge & Understanding

Essential

- Understanding and commitment to empowering individuals to reach their full potential.
- Understanding the principles of confidentiality in practice.
- Understanding of safeguarding and when to raise a concern.
- Understanding of the impact of

Desirable

- Understanding of Care Quality Commission fundamental standards
- Knowledge of local services available to adults and their carers
- Understanding of hospital discharge procedures.

discrimination and disadvantage on the lives of people.	
Additional Requirements	
<ul style="list-style-type: none"> • This post is subject to the relevant check through the Disclosure & Barring Service (DBS). • Ability to travel across east London and south Essex. • Flexibility in working hours to meet organisational needs. 	

Employment Details

Contract type

This contracted post is for 21-35 hours per week with different shift patterns available. Requests for flexible working will be considered.

Location

Across East London and Noth-East London Hospitals

Salary

£23,720 pro rata

Holiday entitlement

25 days (pro-rata for part-time) of paid holiday per year plus bank holidays. This increases after two years of service to 27 days, and then a further one day per every year of service up to a maximum of 30 days after five years of service. In addition, all employees are entitled to one day off on (or around) their Birthday.

Conditions of employment

The job offer is subject to the receipt of two satisfactory Employment References, an enhanced DBS Check and evidence of relevant Qualification.

How We Value Our People

Learning and development

We are committed to supporting our staff through a variety of training, e-learning, workshop and shadowing. A training needs assessment is carried out annually. During the appraisal and reviewed during supervision. The majority of vacancies are advertised internally to encourage staff to progress their careers within the charity.

Flexible working policy

We welcome flexible working requests from day one and anyone can make as many requests as they wish to.

Family Friendly Policy

We have a competitive Family Friendly Policy which includes maternity, paternity adoption and shared parental leave. We have an enhanced maternity and paternity pay policy based on the length of service.

Sick leave policy

We also have a competitive sick pay policy which will give you up to 4 months full pay and 4 months half pay after 4 years of service.

Death in service insurance

We have a Death in service insurance which will help your family to cope financially should something happen to you while employed with us.

Employee assistance programme

We offer an Employee Assistance programme called WeCare which includes 24/7 online GP, Get fit programme, Mental health support, Financial and legal guidance.

Menopause and menstrual policy

The policy supports employees in their ability to adequately self-care during their period and menopause, while not being penalised by having to deplete their sick leave. Birthday policy

Open Door policy

The purpose of policy is to encourage open communication, feedback, and discussion about any matter of importance to an employee.

Wellbeing policy

The policy is aimed to promote mental wellbeing among staff and volunteers and tackle the causes of work-related mental health problems .

Duncan Robertson Award

For the outstanding contribution to the wellbeing of older people.

Next Steps

To apply, please send us a CV together with a supporting statement that addresses how you meet the Person Specification, including how you have gained the experience and abilities required (maximum two pages of A4). Applications should be made via email to: recruitment@ageukeastlondon.org.uk.

You should give the names, positions, organisations and telephone contact numbers of two referees, relevant to this role. References will only be taken once your express permission has been granted.

Finally, please ensure that you have included mobile, work and home telephone numbers, as well as any problems you might have with the proposed interview dates.

Recruitment Timetable:

Deadline to receive applications: Sunday 07th January 2024

1st stage interviews: week commencing 08th January 2024

Have any questions? If you want to find out more about the recruitment process or the role, please contact our HR manager by emailing on: deborah.hayes@ageukeastlondon.org.uk