

**Title** - Support Worker – Dementia Day Centre

**Hours** - 16 per week / 24 per week

**Benefits** - 3% employer's contribution to group personal (stakeholder) pension scheme after 3 months employment, 5 weeks annual leave pro rata.

**Reporting to** – Service manager – Service senior

## Our Organisation

Age UK Gateshead is a charitable organisation run by people for people. At Age UK Gateshead we deliver services for older people within the different communities across Gateshead.

## This role

This is a highly responsible position which listens and responds to the needs and aspirations of individual customers and carers within our Dementia and Day centre settings.

To share with other staff in meeting the personal care needs of Centre users, in a way that respects dignity of the individual and promotes independence.

To help maintain the physical environment of the centre and to assist with the general day to day activities in a way that meets the needs and interests of the customers.

Demonstrate an understanding and awareness of the policies and procedures of Age UK Gateshead, ensuring that they are maintained at all times.

## Responsibilities

- **To escort/ drive** one of Age UK Gateshead (AUKG) vehicles when required in accordance with AUKG policies and procedures.
- To ensure the care and safety of customers during journeys.
- To help customers, by using planned care, with all personal care tasks, mobility problems and assisting in the use of care aids.
- Complete home visits and risk assessments.
- Help in the promotion of cognitive and physical activities for customers through outings, conversation and other activities such as reading, writing, hobbies and recreational interests, reminiscence.

- To assist in setting tables and trays; serving meals; supporting customers over meal times, preparing light meals; to washing up and undertaking light cleaning duties as required.
- To read and record accurate daily activities/wellbeing of customers in their personal files, take part in staff and other training and meetings as required.
- To observe customers' personal and organisational confidentiality at all levels.
- To participate in training courses and activities as required
- To provide care cover for other Age UK Gateshead provision as and when required.
- To handle and record daily monies in accordance with the policies /procedures.
- To assume responsibility for the security and safety of the building.
- To carry out other reasonable duties at the request of the Manager or CEO
- The above list is an example of support; it is not an exhaustive list

## Person specification and Qualifications

### Experience and qualifications;

- Experience caring for vulnerable people.
- Delivering a service and maintaining quality work.
- A Full drivers licence and ability to drive a minibus
- Health and safety
- Moving and handling certificate
- Risk assessment
- Health and social care

*Please note the experience and qualifications is desirable but not necessary to apply for this role.*

### The person we're looking for will:

- Be able to communicate effectively with vulnerable people
- Have a positive can do attitude
- Clearly communication skills
- Adhere to the standards and conduct required by Age UK Gateshead
- Have experience of working with people with multiple health challenges
- Be passionate about care and making a difference.
- Understand the needs of older people and address their needs on an individual basis
- Adhere to Age UK Gateshead's policies and procedures
- Be able to work as part of a team an independently
- Able to work as part of a team as well as unsupervised
- Sensitivity to customer and carer requirements
- Ability to be tolerant and tactful

- A good listener and communicator
- Be able maintain good time keeping and stick to a schedule.
- Be able to thrive under pressure and bring people together.
- Understand the importance of confidentiality and maintain appropriate confidentiality at all times

The ability to drive will greatly assist you in this role

## Other Information

- Contract initially for 12 months (with potential to be extended) subject to six months probationary period and continued funding
- 25 days holiday p.a. pro rata (plus public holidays)
- 3% contributory pension scheme after 3 months
- Salaries are paid direct into your bank account on 21<sup>st</sup> of each month
- This post will require an enhanced DBS disclosure