

Wellbeing Worker

Living Well Support Service

About Age UK Lancashire

Age UK Lancashire proudly delivers services to over 12,000 older people across Lancashire each year, enabling them to maintain their independence and to enjoy choice and control over their lives.

The Service

Bridging the gap between the NHS and Social Care, the Living Well Support Service provides invaluable support to clients, helping them attain or regain independence after a hospital stay or prolonged illness. Our service is integral to supporting hospital discharges, preventing unnecessary hospital admissions, and may reduce the need for residential care. In the last 12 months, the service has supported over 9,000 people across the County.

The job, in a nutshell

As a Wellbeing Worker you will support people recovering from a period of illness or following a hospital stay.

You will support hospital discharges and provide short term support to enable people to regain their independence and remain in their own homes for as long as possible.

You will use a solutions focused approach to ensure that people can access the help that they need when they need it, either from Age UK Lancashire or from other community-based support.

Your work will include time spent within local hospitals, in the community, and at our Age UK Lancashire offices.

What you'll do for us / The Job

Working with service users

You will be assessing patients on wards, taking someone home directly from hospital, settling them back into their own home, providing in home practical support or working with them to access other services as their needs require.

You will undertake assessments for clients that identify opportunities for signposting and referral to appropriate services and agencies, ensuring accurate records are kept.



Annual leave: 25 days rising to 30 with length of service + bank holidays (pro-rata for part time employees)

Driving: This role requires you to have a full driving licence.

DBS: This role requires you to have an enhanced DBS check, and associated costs will be met by the employee.

Our Values

We innovate

We care

We go above & beyond

We take responsibility

We are proud to work here

Wellbeing Worker

Living Well Support Service

What you'll do for us / The Job continued

You will offer practical and emotional support, including essential shopping and/or cleaning, collecting prescriptions, and providing support to access other services and social reconnections.

Establish and maintain positive and professional relationships with service users, their families, and carers, and other professionals ensuring all communication is clear and accurate.

This role involves being a point of contact for, and working closely with; hospitals, community services, health and social care staff and customers, to build strong relationships increasing engagement in our services.

Working safely

This role involves significant time lone working, you will be in regular contact with your Service Coordinator and should raise any issues, including Safeguarding and Health and Safety concerns, in a timely manner.

Working in people's homes is a trusted position, you must ensure confidentiality, dignity and professional boundaries are always maintained, and adhere to the appropriate risk assessments.

Ensuring all work is undertaken in line with the Service Standard, you will keep your skills and knowledge up to date, completing training when required, making sure you are familiar with relevant policies, processes and guidance.

Key Relationships

- ✓ The wider Living Well Service team, consisting of the Service Manager, Service Coordinators, and Wellbeing Workers.
- ✓ Hospital NHS and Social Care teams
- ✓ Community organisations
- ✓ Other Age UK Lancashire teams



Wellbeing Worker quote:

*"Working in this
service is the most
rewarding jobs I
have ever had. Each
day is different, the
clients are
wonderful, and you
feel like you are able
to make a difference
in someone's life"*

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Must have

- ✓ A caring and empathetic attitude with a focus on helping people to maintain independence
- ✓ An ability to provide a person-centred, flexible and responsive service
- ✓ Experience of managing your own workload, using decision making skills to manage and prioritise
- ✓ Ability to maintain professional boundaries
- ✓ Excellent communication skills with an ability to build relationships with individuals using the service, and other health care professionals and colleagues.
- ✓ Digital skills to enable you to manage your time efficiently and effectively, including Microsoft applications such as Outlook and Excel and everyday use of iPad and smartphone devices
- ✓ Able to undertake general physical activity in people's homes (often over 2 floors) for example providing light domestic duties
- ✓ Valid driving licence and use of a car for business purposes

Great to have

- ✓ Experience of, or awareness of, the issues affecting older people and carers
- ✓ Knowledge of services available to promote the health and wellbeing of older people
- ✓ Understanding of Safeguarding, risk awareness and Health & Safety, however training will be given
- ✓ Awareness of lone working.
- ✓ Promoting independence – identifying needs, signposting, sharing information.

Other information

- There is no personal care involved in this role.
- This role description is not intended to be exhaustive in every respect, but rather to clearly define the fundamental purpose, responsibilities and deliverables for the role.
- In addition to the contents of this role description, employees are expected to undertake any and all other reasonable and related tasks allocated by line management.

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