

Community Carers

About the organisation

Age UK Lincoln and South Lincolnshire is an independent local charity, part of the Age UK brand partnership. We are a fast paced, forward thinking and friendly organisation, supporting more than 5000 people every week. Based at our activity centre on Park Street in Lincoln, we support clients right across the county through activities, social groups and the many services we provide.

Our vision – **a world where older people flourish** – is delivered in the pursuit of our strategic priorities and values:

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| To improve the lives of older people | Caring & Understanding |
| To increase our organisation's financial sustainability and contribution to the local economy | Dedicated & Passionate |
| To be leaders in providing high quality services and achieve customer excellence | Dignity & Respect |
| To be a partner of choice | Independence |
| To be an employer of choice for staff and volunteers | Compassionate |

We employ more than 260 people in 19 different departments who are supported by more than 150 volunteers. As we continue to grow as an organisation, we are looking for the right people to join us. If you're motivated by our vision, believe in our strategic priorities and embody our values in everything you do, why not apply for a role at Age UK Lincoln & South Lincolnshire.

Our recruitment and selection process

All candidates are required to complete our [application form](#) to ensure a fair and consistent process; CVs will not be accepted.

The questions we ask are designed to capture the key information about your employment history and the skills and qualifications you have gained whilst at work or in education. We encourage applicants to use the job description and person specification when completing their application to demonstrate they understand the role for which they are applying.

Applications are sent to the hiring managers for short listing once the job advert has closed. In some cases, your application may be sent before the closing date if a sufficient number of applications are received.

We are unable to provide feedback on any application received by the organisation.

Job Description

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| Job title: | Care Companion (Community Carer) |
| Department: | Care Services |
| Location: | Lincoln and surrounding villages |
| Hours of work: | 28 or 35 hours a week across two shift patterns (07:00-14:30 and 14:30-22:00) |
| Contract: | Permanent |
| Responsible to: | Care Coordinator |
| Job purpose: | Care Companions (Community Carers) are fully trained carers able to support clients in their own homes, or accompany them to social activities in the community. Support is delivered from 30 minutes per day to full days or evenings, in order to meet the needs of the client, providing companionship and personal care where appropriate. The post holder will ensure that high quality care and companionship is delivered in a person-centred way. |

Key Responsibilities:

- To respond to telephone referrals in a professional and timely manner, recording on our electronic database.
- Follow a formal Care Plan in order to deliver personal care in line with Age UK Lincoln and South Lincolnshire and CQC standards, to promote the service user's independence, dignity, privacy and choice.
- Maintain a safe environment for the service users in their own homes, whilst respecting their choices and rights.
- Communicate and liaise with other staff members within the organisation to ensure a holistic approach to the service user's needs.
- Attend visits in a timely manner.
- Accompany clients to appointments and other places in the community, such as the supermarket, to support with their shopping needs.
- Record visits using Age UK Lincoln and South Lincolnshire's digital systems.
- Attend and complete relevant training assigned to the role, including the recognised Care Certificate qualification.
- Carry out food preparation as per the individualised care plan.
- To record all information of services delivered within the care plan.
- Report all incidents in the appropriate manner to the Registered Care Services Manager/Care Coordinator.
- Work within Health & Safety, Confidentiality, Safeguarding, Medication Handling and Mental Capacity guidelines.

- Work as part of a team and attend regular team meetings, including departmental meetings.
- Support other departments within Age UK Lincoln & South Lincolnshire, as required.
- Carry out other duties as deemed reasonably appropriate by your Line Manager
- At the heart of our organisation, a “One Team” approach aims to support creative and flexible responses from every member of our workforce to benefit each and every older person using our services; from personal care, support services, befriending, information and advice, retail and fundraising; there is an expectation for everyone to support colleagues beyond their own team.
- Any other duties which are consistent with the post.

Additional Information

Using your car

It is an essential requirement to have a full UK driving licence with access to your own car. You must provide your driving licence, proof of vehicle insurance with business use and the make, model and colour of your vehicle.

Mileage

We pay 45p per mile up to 10,000 miles and a reduced rate thereafter.

Probation Period

All employees are subject to a six-month probationary period.

DBS (Disclosure & Barring Service)

This post requires an enhanced DBS check (adult’s barred list).

Flexibility

All employees are expected to work across the two shift patterns to ensure service delivery. Rotas are planned in advance to provide as much certainty as possible.

Conditions of Employment

- Receipt of two satisfactory references (one must be a professional reference from your current or most recent employer; neither may be related to you)
- Proof of your right to work in the UK (please visit <https://www.gov.uk/prove-right-to-work> to find out what documents we can accept as proof of identity)
- A satisfactory enhanced certificate issued by the Disclosure and Barring Service (please visit <https://www.gov.uk/government/publications/dbs-identity-checking-guidelines/id-checking-guidelines-for-standardenhanced-dbs-check-applications-from-1-july-2021#group-1-primary-identity-documents> to find out what documents we can accept as proof of identity)

Person Specification

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|---|-----------|---|-----------|---|-------------|---|-----------|
| E | Essential | D | Desirable | A | Application | I | Interview |
|---|-----------|---|-----------|---|-------------|---|-----------|

Experience

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| Experience of providing care within people's homes | D | A/I |
| Experience in following Lone Working procedures | D | A/I |
| Ability to work in a small team | D | A/I |

Knowledge

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| Understanding and appreciation of the needs of older people and persons at risk | E | A/I |
| Excellent two-way communication skills with proven ability to communicate effectively both verbally and in writing and liaise effectively with people at all levels and from a variety of cultural backgrounds | E | A/I |
| Awareness of Age UK Lincoln & South Lincolnshire's services and support | E | A/I |
| Good knowledge of CQC regulations and outcomes | D | A/I |

Education & Qualifications

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| Good general standard of education | E | A/I |
| Evidence of training and ongoing development | D | A/I |
| Qualification to NVQ Level 2 (or equivalent) in Health & Social Care | D | A/I |

Personal Qualities

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| Professional with the ability to maintain confidentiality levels at all times | E | I |
| Commitment to providing care that is person centred | E | A/I |
| Self-confident and enthusiastic | E | A/I |
| Excellent organiser, proactive and a good time keeper | E | A/I |
| Flexible approach and adaptable to change | E | A/I |
| Good local knowledge of services for older people | D | A/I |

To find out more about this role please email HR@ageuklsl.org.uk or call 0345 556 4144 and ask to speak to a member of the HR team.