

Support Worker

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:

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

Job title:	Support Worker
Department:	Support Services
Location:	Across Lincolnshire
Hours of work:	Between 08:30 and 16:00 (core hours)
Contact:	Zero-hours
Responsible to:	Support Services Coordinator
Job purpose:	<p>To provide domestic and lifestyle assistance for Age UK Lincoln & South Lincolnshire's clients, enabling them to live in their own homes for longer. Each package of support is tailored to the client's needs, providing as much or as little help needed for them to maintain their independence. Support Workers may also provide support for other projects and contracts that involve hospital discharge.</p> <p>As a lone-working employee, Support Workers are responsible for their own time keeping and the safety of yourself and those around you. There are no personal care duties involved.</p>

Key Responsibilities:

- Maintain regular contact with the Support Service office to update on changes to client visits, issues and concerns (such as Safeguarding) or any change required to the service being provided
- To keep a record of work as required using our digital systems
- To undertake regular supervisions with your line manager
- To undertake relevant training connected with the role
- To support with hospital discharge work
- Housekeeping: vacuuming, dusting, cleaning bathrooms (toilet, sink, bath), cleaning kitchens (floors, worktops, fridges, windows (inside), washing & ironing, changing bedding
- Household management: pension and cash collecting, dealing with bills & correspondence, picking up prescriptions
- Shopping: food shopping, shopping for clothes, personal items and gifts
- Meal preparation: assist with the preparation of meals, snacks and drinks, checking the fridge for out of date food, help with meal planning, encouragement of healthy eating, washing up and putting dishes away
- Lifestyle support: escorting service user to church, theatre, cinema, library and garden centre, attend groups, clubs and local facilities, supporting service users to attend appointments (hospital, dental, hair dresser)
- Pet support: feeding pets
- Other tasks: diary management, completion of paperwork in service user's home
- Respecting confidentiality and working within professional boundaries
- Adhering to age UK Lincoln & South Lincolnshire's policies & procedures

Person Specification

E	Essential	D	Desirable	A	Application	I	Interview
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Experience

Undertaken a range of cleaning duties	E	A/I
Ability to work to time constraints	E	A/I
Followed a lone working procedure	E	A/I
Experience of providing home domestic services	D	A/I
Can demonstrate experience of self-management	E	A/I
Used digital work applications on a smartphone / device	E	A/I
Supported a person at risk	D	A/I

Knowledge

Understand the importance of confidentiality	E	A/I
Awareness of the vision, strategic priorities, values and service offering the organisation	E	A/I
Committed to a person-centred approach	E	A/I
Understands and appreciates the needs of a person at risk	D	A/I

Personal Qualities

Caring and compassionate	E	I
Flexible, demonstrating your adaptability to change	E	I
Reliable, demonstrating food time keeping skills	E	I
Energetic with a willingness to learn	E	I
Will attend training and development opportunities relevant to the role	E	I
Excellent written and verbal communication skills	E	A/I
Hard working and keen to achieve outstanding results	E	A/I
Takes responsibility and shows leadership	E	A/I

Education & Qualifications

Basic first aid	D	A
Manual handling	D	A
Food hygiene	D	A
Full UK driving licence	D	A

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