



## JOB DESCRIPTION Community Support Worker

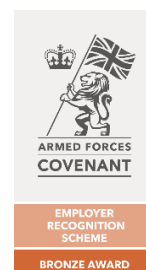
<b>Post Title:</b>	Community Support Worker	<b>Pay Scale:</b>	£22,395.36 per annum AUNN Band CD
<b>Department:</b>	Community Services	<b>Hours of Work:</b>	37
<b>Responsible to:</b>	Senior Coordinator	<b>Tenure:</b>	Permanent
<b>Based:</b>	Home / Community	<b>Date of issue:</b>	June 2024

### PURPOSE OF THE DEPARTMENT/SERVICE

Age UK Nottingham and Nottinghamshire operate a range of community-based support services. This post holder will work primarily on the Wellbeing at Home Service, which provides short term support to people to remain independent in their own home, either following a hospital admission or through the avoidance of the deterioration in health and wellbeing that could lead to a hospital admission. Support is offered through the provision of low-level interventions (not including personal or medical activities), which includes wellbeing checks, shopping/prescription collection services, re-establishing services or benefits, providing confidence building services and signposting/referring to other services to help improve health and wellbeing and maintain independence or sources of long-term support. It is commissioned by Nottingham City Council as part of Adult Social Care, with designated referral routes. The service is for those people aged 18+ and is delivered via face to face and telephone support through trained staff and volunteers. The post holder will also support other community support services as required.

### PURPOSE OF THE POST

The key purpose of this role is to enable citizens to achieve positive wellbeing outcomes by helping them to manage their health and social care needs.



Community Support Workers and volunteers provide direct support and empowerment to people to help maintain their independence in the community. A range of tasks will be undertaken which may include:

- Social interaction and companionship
- Shopping or supporting to arrange online shopping or deliveries
- Collecting prescriptions
- Monitoring general well-being
- Emotional support and confidence building
- Support for individuals to make appointments and transport arrangements
- Restart services that may have ceased whilst they have been in hospital
- Support around benefit applications either directly or through accessing appropriate welfare rights services
- Healthy / Warm Homes applications and grant co-ordination and management for those who are struggling to keep their homes warm in the winter
- Encouraging to eat, drink and take appropriate exercise
- Helping people complete forms
- Support with phone calls
- Provision of information both verbally and with relevant literature
- Introductions to social activities
- Signposting and referring to other local internal and external services
- Support to obtaining aids and adaptations
- Encouraging healthy lifestyles

## **KEY DUTIES & RESPONSIBILITIES**

The post holder is expected to demonstrate an acceptable level of competence in their role for each of the key duties and responsibilities listed below. Competence means demonstrating the required skills, abilities, attitude and behaviours in your work role.

### **Communication and Customer Service (C&C)**

1. To provide high quality support to people in their own homes.
2. Provide telephone / remote support to people where appropriate.
3. Provide quick and simple early solutions to issues affecting people where possible. Where there is a more complex need or more sustained work is required provide short term support.
4. Support individuals to set up peer support networks and contact with friends, family and neighbours.
5. Attend all meetings and training events as required.
6. Accurately logging relevant information on our databases.

### **Planning and Organisation (P&O)**

1. Be responsible for planning and undertaking visits and arrange and prioritise own caseload to meet targets.
2. Keep diaries / planners updated.

### **Recording & Monitoring (R&M)**

1. To accurately record all relevant information on databases in a timely manner.

2. To keep all records updated to allow for the production of accurate reports and management information for submission to commissioners for monitoring and evaluation purposes
3. To ensure service evaluation is carried out by obtaining feedback from service users and volunteers.
4. To ensure all standard forms for the service are completed and maintained in line with the latest GDPR requirements.

### **Quality (Q)**

1. Keep appropriate file notes and ensure these meet quality requirements.
2. To undertake relevant training to maintain skills and knowledge necessary for this post.
3. Make referrals to internal and external services.
4. To ensure your line manager is kept informed of any significant developments or issues which may impact service delivery.

### **Charity Focus (CF)**

1. To have a good understanding of the services provided by the charity.
2. To ensure service targets are met.
3. Promote public health campaigns and encourage people to take advantage of these where appropriate.

### **Team Work (TW)**

1. Work with volunteers to support people where appropriate.
2. Take reasonable care for own safety while working in the community and comply with lone working procedures.
3. Attend and contribute to team and organisational meetings and forums.

### **Specialist Knowledge (SK)**

1. In conjunction with the person being supported, make an assessment of risks involved in supporting them.
2. To support the people in a outcomes focussed manner.
3. Where required, accompany people to activities in the first instance to enable them to gain confidence to continue to attend independently.

## **Charity Responsibilities - Standard Clauses**

### Your Needs

- You will keep under review your own developmental needs, keep yourself informed of current issues and be alert to the Age UK Notts training programmes and policies and attend all supervision meetings advised by your line manager. It is your responsibility along with your line manager to identify training and development needs and to inform your line manager of these (C&C, P&O).

### Equality, Diversity and Inclusion

- You will uphold the Age UK Notts Equality and Diversity policies and practices thereby promoting fair and quality services to all. If Age UK Notts deem you have breached any of these policies this may be dealt with under the disciplinary procedure. All policies can be viewed on the Oracle - please ensure you refer to the Equality and Diversity Policy and the Bullying and Harassment Policy (Q, CF).

### Health and Safety

- You will take reasonable care for your health and safety and have regard to other persons who may be affected by the performance of your duties, in accordance with the provisions of Health and Safety legislation and actively encourage, promote and reinforce all Health and Safety procedures in accordance with the guidelines laid down in the Age UK Notts Health and Safety Manual (Q).
- You will exercise proper care in handling, operating and safeguarding any equipment or appliance provided, used or issued by Age UK Notts or provided by a third party for individual or collective use in the performance of your duties (Q, C&C).

### Safeguarding

- You will raise any concerns regarding safeguarding and report all allegations of abuse in line with the Age UK Notts Safeguarding policy (Q, CF, C&C).

### Customer Care

- You will promote and deliver services in a way which is sensitive and responsive to those receiving such services and be aware of and implement the Age UK Notts customer care policies and service level agreement requirements (if applicable) (C&C, Q, CF).

### Professional Integrity

- You will maintain at all times the professional integrity of the Charity and represent its main interests in any dealings with other bodies, groups and individuals (CF, Q).

Quality Assurance

- You will uphold and proactively contribute to the Age UK Charity Quality Standard (Q, CF).

Other

- Participate in, and promote fundraising & income generation (CF, C&C).
- Promote all Age UK Notts services and trading products (CF).
- You will attend staff meetings, the annual staff conference and other meetings as requested in order to keep up to date with information within the Charity (CF, C&C, Q).
- You will provide for your line manager regular timesheets, and any other reports or information as required (C&C).
- You will carry out any other specified tasks that may be reasonably required by the relevant Manager, with the proviso that any changes of a permanent nature will be included in the job description (TW).

This job description is intended as a summary of the main elements of the job described. They may be varied from time to time in consultation with the job holder without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.

**I confirm that I have discussed the content of this Job Description with my line manager and that I understand its content.**

<b>Name of Employee:</b>	
<b>Signature of Employee:</b>	<b>Date:</b>
<b>Name of Supervisor:</b>	
<b>Signature of Supervisor:</b>	<b>Date:</b>



## Person Specification Community Support Worker

**Please indicate on enclosed application form evidence to show why you fulfil each individual point below:**

### **Essential Requirements**

1. To have an awareness of the issues and practical difficulties affecting people at risk of losing their independence, or who have been discharged into the community following a stay in hospital, and of the difficulties faced by disadvantaged groups. (SK)
2. Ability to visit and respond to a person's needs in their own home, or over the telephone, in a friendly manner, with sensitivity and respecting boundaries. (C&C)
3. Proven ability to empower and encourage people to identify and self-manage their needs (C&C)
4. Excellent communication skills (both written and verbal), to support both the service users and to engage and work effectively and in a complimentary way with other services (internal and external) and professionals. (C&C, P&O, TW)
5. Good IT skills (including the use of Microsoft Word, Excel and Outlook) (R&M)
6. Ability to effectively plan and organise your workload, using your own initiative to ensure a reliable service delivery is achieved and that deadlines are met and service targets are achieved. (P&O, TW)
7. Knowledge and understanding of Equality and Diversity issues and a commitment to implement the Age UK Notts Equality and Diversity policy. (C&C, Q, TW, CF)
8. Current full driving licence and sole use of car (SK)\*\*

*\*\* Age UK Notts is committed to making reasonable adjustments, so whilst this job requires the jobholder to drive, your application will still be considered if you are unable to drive due to a disability.*

### **Desirable Requirements**

1. Previous experience of working with people in the community. (SK, CF)
2. Previous experience of working with volunteers.



## Summary of Main Conditions of Service Community Support Worker

<b>Salary:</b>	£22,395.36 per annum, AUNN Band CD
<b>Start Date:</b>	As soon as possible
<b>Hours of Work:</b>	37 hours per week Age UK Notts consider a full-time working week to be 37 hours, Monday to Thursday 9.00 a.m. to 5.00 p.m. and 9.00 a.m. to 4.30 p.m. Friday with 30 minutes for lunch (which is unpaid). Age UK Notts operates a scheme of flexible working hours.
<b>Holidays:</b>	24 working days (pro rated for part time hours). Employees are granted 8 Public Holidays. One additional days leave is added to the annual leave entitlement for each year of service up to a maximum of 8 additional days.
<b>Mileage Allowance:</b>	Currently 45p per mile.
<b>Pension:</b>	The Charity will contribute 4% of basic salary into our NEST pension scheme after 3 months service, with an employee minimum contribution of 4% (in line with auto-enrolment rules). However, employees may contribute more than the minimum required employee contribution.
<b>Place of Work:</b>	Home and community

**N.B.** Due to financial constraints, applicants who are not short-listed will not be notified. If you have not received an invitation to attend an interview within three weeks of the closing date you may assume that your application has not been successful.