



## JOB DESCRIPTION

### Senior Specialist Support Worker

<b>Post Title:</b>	Senior Specialist Support Worker	<b>Pay Scale:</b>	£25,512 per annum AUNN Band E2
<b>Department:</b>	Services / First Link	<b>Hours of Work:</b>	37 hours per week
<b>Responsible to:</b>	Services Manager (First Link)	<b>Tenure:</b>	Fixed term until 31 <sup>st</sup> March 2026
<b>Based:</b>	Hybrid – home, office & field based	<b>Date of issue:</b>	March 2025

**Our charity shares a common goal, no matter what job role we carry out: that older people can find the help and support they need to enjoy their later life as much as possible.**

#### **PURPOSE OF THE DEPARTMENT/SERVICE**

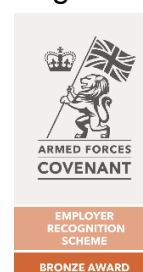
Age UK Nottingham and Nottinghamshire operates a range of community-based support services for older and vulnerable people in Nottingham and Nottinghamshire.

This post holder will carry out support work across different services including short-term community support services operated in Nottingham City (Wellbeing at Home) and mid and south Nottinghamshire (Connect), and The Sybil Levin Day Service, a specialist day service supporting people with dementia and their carers using the SPECAL method.

#### **PURPOSE OF THE POST**

This is a peripatetic role, providing a valuable flexible resource to meet the changing needs of the organisation. The post holder may be required to cover for a staffing shortfall or be involved in the set up and delivery of new services.

Primarily, the post holder will be asked to provide cover for city and county support services, where low-level, short-term interventions are provided to support the ongoing independence of older and vulnerable people. A range of tasks will be



undertaken including helping people complete forms, support with phone calls, provision of information both verbally and with relevant literature and signposting and referring to other local internal and external services.

The post holder may be required to cover occasional shifts at The Sybil Levin Day Service, a specialist day service supporting people with dementia and their carers using the SPECAL method (training will be provided for this).

## **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, the community, and via remote, to support their independence and wellbeing.
2. To have a good understanding of the boundaries of the service and charity, and make onward referrals or signpost elsewhere where appropriate.
3. To work as part of a team delivering a day service for people with dementia using the SPECAL method at all times.
4. Work closely with internal services and partner organisations as appropriate to foster and effectively maintain positive working relationships.

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

1. Ensure all deadlines and targets linked with the appropriate funding programmes are adhered to as a key priority.
2. To effectively manage your own diary and workload including client-facing appointments, team meetings and administration and other tasks as appropriate.
3. Be prepared to work flexibly in the role, across a variety of locations and services, always ensuring that cases/referrals are progressed in a timely manner.

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

1. Use case recording systems to ensure all client interactions are recorded, dealt with and progressed in line with the requirements of the service.
2. Ensure that all outcomes and codes are entered onto our CRM system in a timely manner.
3. Prepare and complete all monitoring returns and reports.
4. Be responsible for own administration, including producing all correspondence associated with the role.

### **Quality (Q)**

1. Keep appropriate notes and ensure these meet quality requirements.
2. To undertake relevant training to maintain skills and knowledge necessary for this post.

3. Comply with working practices and protocols to ensure a high-quality service.

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

1. To have a good understanding of the services provided by the charity.
2. Assist with attending events and other outreach activities, on an occasional basis, to promote relevant services.
3. Follow all office systems and procedures, making recommendations for improvement and updating these where appropriate.

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

1. To have a positive and flexible attitude to your work and to support colleagues to successfully plan and deliver services.
2. Fully engage in informal catch-ups and team meetings to maintain a continuous flow of communication and peer support throughout the teams you are engaged with.

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

1. In conjunction with the person being supported, make an assessment of needs of the person, and the risks involved in supporting them.
2. To provide support in a person-centred, outcomes-focussed manner.
3. Develop specialist knowledge / skills in certain areas relating to the support that we provide (housing, dementia, debt, hoarding, social care, etc).
4. Respond in a timely, professional and non-judgmental way to allegations of abuse, following the charities safeguarding procedures.

### **Leadership (L)**

1. Provide peer support and advice to staff and volunteers concerning their service users and other aspects of their role on a day-to-day basis.
2. Take a proactive role in the promotion of our services.
3. Contribute to the development of new services.

*Please note that all posts within the charity carry this level of expectation.*

## **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, Diversity & Inclusion 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, Diversity & Inclusion 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 Senior Specialist Support Worker**

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

### **Essential Requirements**

1. Experience of providing support to vulnerable people in the community, using a person-centred, strengths-based approach to promote wellbeing and independence. (C&C, SK)
2. Ability to work flexibly to respond effectively to changes in workload and the needs of the people we support (P&O, SK)
3. Experience of multi-agency working, working alongside statutory services such as healthcare teams, housing and social services (C&C, L)
4. Good attention to detail and the ability to document key information in comprehensive yet concise case notes (Q, R&M)
5. Experience of using organisational skills to plan own workload and meet deadlines under pressure, while ensuring high quality (Q, P&O, R&M)
6. Excellent interpersonal and communication skills with a friendly, sensitive and professional approach to build trusting relationships, when working face-to-face, over the phone or remotely (C&C, Q, CF)
7. An understanding of the needs of people at risk of reducing or losing their independence because of age, disability, health conditions or bereavement (C&C, Q, CF)
8. Excellent IT skills including proven use of databases (such as a CRM) and Microsoft Word, Excel and Outlook (C&C, Q, P&O, R&M)
9. 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)

### **Desirable Requirements**

1. Knowledge of welfare benefits, including working age and pensionable age (SK)
2. Experience of providing support to people with dementia (C&C, SK)
3. Driving license and access to a car for the purpose of home visits



## Summary of Main Terms and Conditions Senior Specialist Support Worker

<b>Salary:</b>	£25,512 per annum, AUNN Band E2
<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>	Hybrid – home, office & field based

**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.