

Candidate Information



Relief Day Care Assistant Casual Hours Contract

Applications will be reviewed and considered on an ongoing basis as they are received.

Pack Overview

Thank you for your interest in our vacancy for a Relief Day Centre Assistant. We're so pleased that you're considering working for Age UK South Gloucestershire.

In this Candidate Information Pack, you'll find the following information:

- About us, our history and our links with Age UK
- The benefits of working at Age UK South Gloucestershire
- Job Description and Person Specification
- How to apply

If you have any questions about any aspect of the organisation or the role, please don't hesitate to get in touch.

About Age UK South Gloucestershire

Age UK South Gloucestershire is an independent local charity with its own locally elected board of trustees and is part of the Age UK network. We've been working in the local community to help older people for over 25 years. The charity makes a positive contribution to the lives of hundreds of older people in South Gloucestershire every week. Based from our main office in Thornbury High Street, Age UK South Gloucestershire actively designs services that meet the wants and needs of local older people and their families by:

- tackling loneliness and isolation
- promoting health, wellbeing and independence
- supporting families and carers
- helping people access services and financial benefit entitlements
- enabling people to get the most out of life

We respond to thousands of enquiries each year with our range of services, which include Activity Day Centres, Befriending, Digital Inclusion, Improving Homes and Wellbeing, Information & Advice provision, specialist Benefits Advice, Reconnect, Walking Groups and Volunteering opportunities.



Our history

1997 – Age Concern South Gloucestershire was formed.

2005 – Age Concern South Gloucestershire changes its legal structure to become a charitable company.

2009 – Age Concern and Help the Aged merge to form the national charity, Age UK. Then in...

2010 – ...we become an Age UK Brand Partner and trade as 'Age UK South Gloucestershire'.

2022 – Age UK South Gloucestershire celebrated our 25th Birthday.

2023 – We continue to look to the future!

Our Partnership with Age UK

Age UK South Gloucestershire is an independent local charity, but we share a brand with Age UK. This trusted and well-known brand helps to open doors for us locally. Of course, we always have to deliver, but it helps to have the strength of the Age UK brand behind us.

Nationally, there are around 130 regional Age UKs, each with a defined geographical area and separate charity number.

We align ourselves with the work Age UK does nationally by supporting their campaigns, sharing reports and news stories, and using their research to underpin grant and tender applications.

Age UK also provides our local MPs with information about older people that can help drive forward local policies and influence at a national level.

Being an Age UK Brand Partner brings certain responsibilities – namely to deliver services to agreed quality standards and to subscribe to shared values of being:

- Caring
- Effective
- Enabling
- Influencing
- Innovative
- Inclusive

We are aligned with Age UK but we are still a local and independent charity. The services we deliver, the money we raise, the people we support are all in South Gloucestershire. Our Trustees are responsible for strategy, polices and legal compliance.



Working for Us

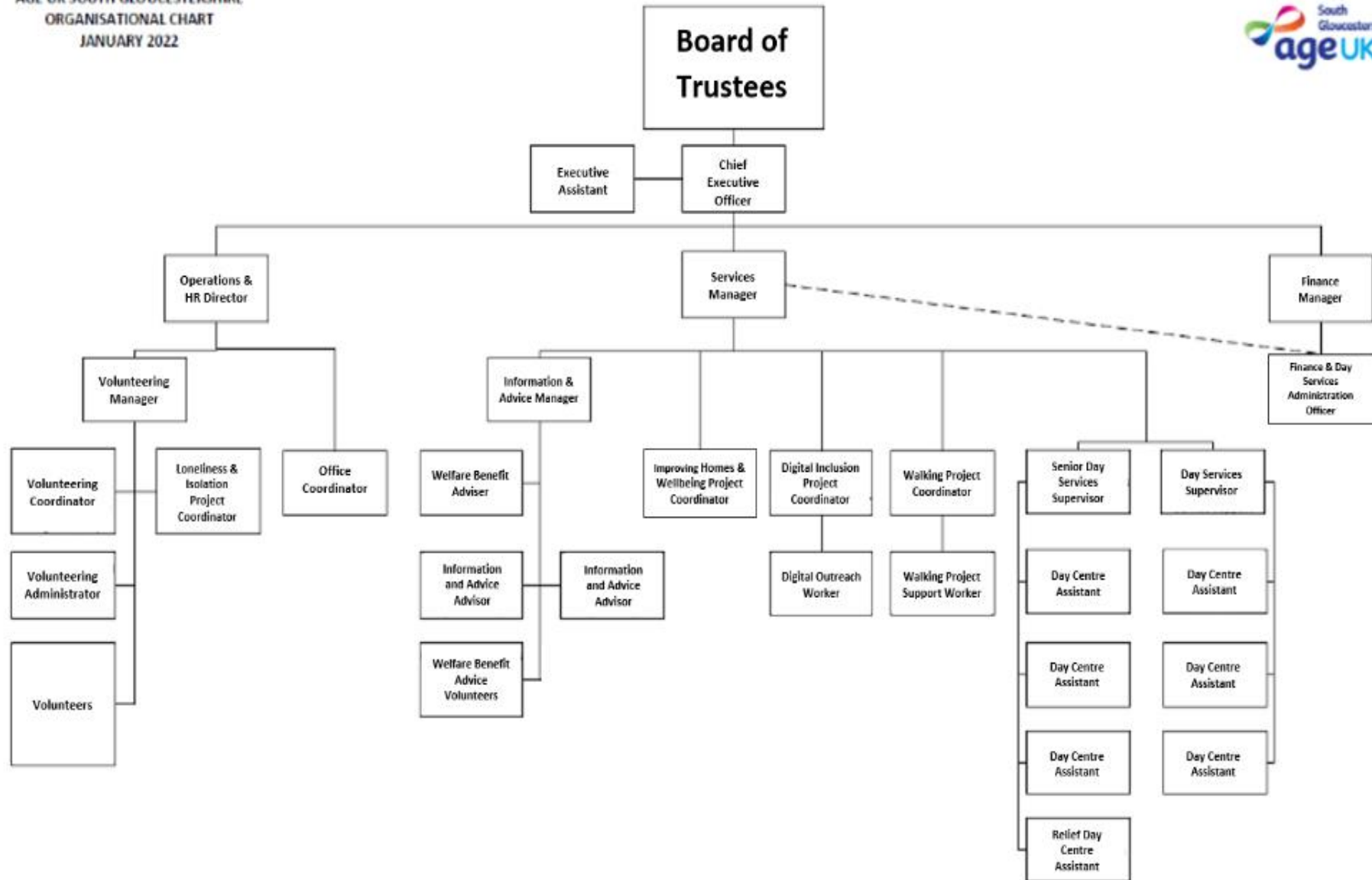
Age UK South Gloucestershire employs a team of over 25 paid staff, and over 160 wonderful volunteers support its work. The organisation's culture is one that puts people first, and the charity enjoys high staff morale. Age UK South Gloucestershire has an active board of trustees who, as well as providing good governance, work closely with the management team on matters of strategy and direction.

What we offer our staff:

- A Living Wage for employees across the organisation.
- A commitment to a work life balance, with flexible & hybrid working in many roles.
- A healthcare cash back plan allows employees to claim money back towards a variety of health, dental and optical treatments.
- An employee wellbeing scheme, providing free, confidential support, counselling, CBT, financial and legal information or support from a nurse or GP, 24 hours a day, 365 days a year.
- Generous life assurance up to 3 times your annual salary.
- Great discounts and rewards (perfect for pay day!).
- Discount on gym membership.
- A cycle to work scheme.
- A great working atmosphere.
- 25 days holiday per year, rising to 28 days after 3 years' service, plus bank holidays.
- Regular learning and development opportunities with funding contributions toward career developing qualifications.
- Pension scheme enrolment.
- A convenient location for access to free local parking.



AGE UK SOUTH GLOUCESTERSHIRE
 ORGANISATIONAL CHART
 JANUARY 2022



Vacancy Details

Relief Day Centre Assistants

Variable hours agreed on an as required basis
Between 8:30 am and 4 pm, Tuesday - Thursday
Living Wage - £10.90 per hour
Casual Contract

We are looking to appoint enthusiastic, positive and flexible Day Centre Assistants to provide relief cover across our Activity Day Centre. Successful candidates will be expected to provide cover for annual leave and staff absence at our Day Centres in South Gloucestershire.

You will be required to work with service users, some of whom are affected by dementia, to meet their individual needs and ensure a high level of support is provided. Reporting to the Day Service Supervisor, you will be involved in assisting with activities and outings and ensuring the health, safety and wellbeing of service users is maintained in our Day Centres currently located at Nutfield House, Filton, Grace Court, Downend and Warmley Community Centre.

Excellent communication skills and the ability to work positively and creatively with older people are the skills that are essential for this role. If you are committed to improving the lives of older people, we would like to hear from you.

Age UK South Gloucestershire is committed to equalities, diversity and inclusion and encourages applications from all sectors of the community.

If this role sounds perfect for you, download an application pack below. Please return completed application forms to hr@ageuksouthglos.org.uk.

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Job Description

Job Title	Relief Day Centre Assistant
Salary	£ 21,225 per annum, pro-rata. £10.90 per hour.
Hours of work	As required and agreed
Working pattern	As required and agreed
Place of work	Day Centre venues in South Gloucestershire.
Annual leave	25 days annual leave (increasing to 28 after 3 years' service), plus public holidays pro-rata.
Status	Casual hours only

Job Purpose
To provide a high standard of support to service users as part of our Day Services Programme when attending a Day Centre location. To ensure a safe and friendly environment at all times that is stimulating and meets their identified needs. Actively contribute to activity planning.
Responsible to
Day Services Supervisor
Contacts
The post holder will need to build positive relationships with key staff within the organisation, including the Services Manager, Supervisors, and Administration as well as the wider staff team. In addition to South Gloucestershire Council, service users themselves and their families and carers.

Key Responsibilities

- Work with service users, ensuring their day-to-day needs are met in accordance with their support plan and in a person-centred approach.
- Liaise as appropriate with carers/family members to ensure continuity of care and identified changing needs are communicated and recorded.
- Plan and deliver activities suitable for older people with and without dementia.
- Support the integration of service users with dementia to enable them to participate in activities.
- Maintain a flexible and cooperative approach to service users, their carers, family, Health Service and Social Service workers.
- Liaise with Day Service Supervisors in the planning of activities.
- Serve meals and refreshments, ensuring service users' dietary requirements are met.
- Be sympathetic to the needs of older people, give support and understanding when needed and encourage and help people to take an active role in sessions.
- Keep complete records in accordance with our procedures and update our record system Charitylog as required.
- Ensure the health, safety and well-being of service users and volunteers is maintained by advising the Day Service Supervisor about issues or problems as they arise and making suggestions for improvements as appropriate.
- To use initiative in dealing with emergencies and act in accordance with Age UK South Gloucestershire procedures.
- To assist the Day Service Supervisor in ensuring that appropriate mechanisms are in place to enable the service users to influence the development of their service provision.

General Responsibilities of all staff members

- To ensure that all administration protocols and procedures are efficiently undertaken.
- To attend supervision sessions & other meetings as required by the CEO.
- Maintain a commitment to professional development through a combination of both formal and informal methods, including attendance at mandatory training and meetings as directed.
- Uphold the highest standards of personal conduct in all matters relating to the role, working within all policies and procedures of AUKSG.

Other Duties

This job description is intended as a guide to the general duties required of the post. The post holder may be required to undertake training and perform duties other than those given in the job description. The duties and responsibilities attached to posts may vary from time to time. Such variations are a common occurrence and would not justify the re-evaluation of a post. Where a permanent and substantial change in the duties and responsibilities occurs, then the post would be eligible for re-evaluation.

Disclosure and Barring Service (DBS)

This post is subject to a satisfactory Enhanced Disclosure and Barring Service check, which will disclose all relevant cautions, reprimands and warnings as well as convictions. In addition to completing this application form, you are required to provide us with details of all spent and unspent convictions. Please send this information to us under separate, confidential cover to the Chief Executive Officer. Remember to include your name, address and the position for which you are applying. We guarantee that the information you provide will be used fairly and will only be seen by those who need to see it as part of the recruitment process.

A criminal record will not necessarily bar you from the advertised position. This will depend on the nature of the position and the circumstances and background of your offences. However, failure to reveal this information could lead to the withdrawal of an offer of employment or disciplinary action.

Equal Opportunities

All employees have a responsibility to understand and abide by the obligations laid down in the organisation's equal opportunities policies.

Health and Safety

All employees have responsibility for their own health and safety and for that of others who may be affected by their acts or omissions. Staff members are required to adhere to all health and safety regulations, guidance and procedures at all times.

Confidentiality

All employees are expected to respect confidentiality in relation to Age UK South Gloucestershire business, client and service user data.

Essential Criteria

- Experience of working with older people, specifically those living with dementia.
- Knowledge of the issues older people face.
- A good level of administrative and personal organisational skills.
- A good level of basic IT skills, including using Microsoft Office packages such as Word, Excel, and Outlook.
- Proven verbal and written communication skills.
- Ability to work as part of a team.
- Willingness and ability to develop new ways of working where required.
- Ability to use initiative and work independently, taking responsibility for problems that arise.
- Knowledge, understanding and commitment to the principles of safeguarding adults at risk.
- Commitment to the aims, objectives and policies of AUKSG.
- Commitment to promoting and supporting equal opportunities & diversity.
- Commitment to data protection and confidentiality.

Desirable Criteria

- Experience of relevant work in the health and social care sector.
- Experience of working with older people affected by dementia.
- A relevant health and social care related qualification.

How to Apply

If you are interested in becoming a Relief Day Centre Assistant, please download an application form from our website:

www.ageuksouthglos.org.uk

Completed application forms should be submitted via email or post
FAO Nicola Fox, Operations & HR Director at:

hr@ageuksouthglos.org.uk

or

Age UK South Gloucestershire,
67 High Street, Thornbury, Bristol, BS35 2AW

Please ensure you have also completed the Equality and Diversity Monitoring section of the application form. The information on the form will be treated as confidential, and used for reporting purposes only. The form will be kept separate and will not form part of the application process.

For general information on Age UK South Gloucestershire or if you have specific questions about the role, please contact Nicola Fox, Operations & HR Director (details above) and she will be happy to arrange for an informal discussion with the appropriate member of staff.

