

Recruitment Pack

Health & Care Support Worker



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‘Improving life for older people in Lewisham and Southwark’

Equal Opportunities & Valuing Diversity

Age UK Lewisham & Southwark is an equal opportunities employer and any discrimination or harassment on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation will not be tolerated. If you would like to see a our full Equal Opportunities & Valuing Diversity Policy please contact recruitment@ageuklands.org.uk

Privacy Policy

As prospective employees of Age UK Lewisham & Southwark, we think it’s important you know the types of data we process about you. Please click on the following link to view our Privacy Policy: <https://www.ageuk.org.uk/lewishamandsouthwark/privacy-policy/>

About Age UK Lewisham & Southwark

Age UK Lewisham and Southwark (AUKLS) is a charity registered with the Charity Commission (296862) and a company limited by guarantee registered in England and Wales (02118525). Age UK Lewisham and Southwark has been working in the boroughs of Lewisham and Southwark for over 40 years and is a leading voluntary sector provider of services to older people in both London Boroughs.

Our Purpose and Vision:

To improve the lives of older people in the London Boroughs of Lewisham and Southwark, working towards a future in which older people are valued, safe and empowered to make choices about their lives

Our Mission:

Age UK Lewisham and Southwark aims to empower and enable older people to lead fulfilled lives by:

- Providing services and support that address poverty and isolation
- Protecting the human rights of local older people
- Promoting health and wellbeing
- Connecting older people with their communities
- Working positively with partners across all sectors

Our Values:

Our work is shaped by our values:

- We recognise older people as individuals with diverse talents and needs
- We are fair and equal as service provider, employer and partner
- We are opposed to ageism in all forms
- We are collaborative in our approach to work
- We are a dynamic, credible, trusted and sustainable organisation

Our Strategic Aims:

Our overall aims and values are reflected in our current strategic aims:

- To deliver services that people want
- To proactively respond to local need
- To maintain and increase the resilience of AUKLS

How to apply

To apply please complete and submit our application form.

Applications in alternative written formats or audio recordings from applicants, who for reasons of disability, may find it difficult to fill in our standard application form, will be accepted. If such an application is made the following information must also be provided:

- Personal details – Forename, surname and title; Contact details – full address, including post code, phone number, email address
- Education and qualifications
- Employment history, including the names and contact details of two referees
- Declaration that they have the right to work in the UK and if applicable any restrictions on their right to work in the UK.
- Declaration that the information provided is correct

Please ensure that your supporting statement demonstrates how your experience, skills and abilities meet the selection criteria set out in the Person Specification. Please also ensure you complete the equal opportunities monitoring form and Criminal Record declaration.

Applications should be returned to us by 9am on Monday 17 June 2024. Applications received after that time will not normally be considered for shortlisting. Completed electronic applications must be sent to:

recruitment@ageuklands.org.uk

ensuring you clearly identify the post you are applying for. Applications sent by post should be marked confidential and for the attention of:

**Human Resources - Recruitment
Age UK Lewisham & Southwark
Stones End Centre
11 Scovell Road
London
SE1 1QQ**

Due to the high volume of applications received, we regret, we shall not be able to contact applicants who are not shortlisted for interview.

Interview Process

Interviews will take place during the **week commencing 1 July 2024**.

If you are successful we will contact you as soon as possible after the closing date to let you know what the interview process will entail.

Job Description

POST: Health & Care Support Worker

RESPONSIBLE TO: Day Centre Manager

SALARY: £13.50 per hour

HOURS: 40 hours per week

BACKGROUND: Age UK Lewisham and Southwark (AUKLS) is a local, independent, self-funded charity that exists to improve the lives of older people in Lewisham and Southwark. AUKLS enjoys an open and participative working environment. We work to our core values which include being fair and equal as a service provider, employer and partner. Teamwork, collective responsibility and delegated authority are central to this process. A key element of all roles is to develop and maintain the organisation's working ethos and culture.

AUKLS strives to provide a supportive working environment for all staff and volunteers ensuring that they can develop personally and professionally and acquire new skills. The contribution made by staff and volunteers in achieving the organisation's goals is recognised by all.

PURPOSE OF JOB:

- To physically escort older and vulnerable adults (service users) to and from our Day Centre ensuring they travel comfortably and safely
- To help develop and deliver a programme of day care activities suitable to meet the individual service users' needs
- To ensure that service users personal, social, cultural and linguistic needs are met and respected, and all service users are seen as individuals
- To help maintain accurate and up-to-date records for all service users and to act as a key worker for specified service users
- To maximise the development of the service users who attend the Day Centre

KEY TASKS

1. To attend the Day Centre at agreed shift times and participate in a handover detailing the plan for the day and which service users are to be collected and escorted to the centre.
2. To escort service users between their homes and the Day Centre using the AUKLS minibus where appropriate. This will include supporting service users on and off the minibus. You will be providing physical support to those with mobility problems, including those using wheelchairs, walking sticks and walking frames, in a sensitive and safe way.
3. To assist service users who live alone to ensure their home is left safe and secure and that they have their keys.
4. To inform colleagues immediately if you are unable to obtain access to a service user's home or if they are found ill and to follow appropriate procedures.
5. To ensure equipment is used in accordance with manufacturer's instructions.
6. To assist service users in wheelchairs on and off the minibus by accompanying them on the tail lift and helping with seat transfers.
7. To secure mobility aids and any other equipment or luggage during transit.
8. During travel to sit in the minibus in a position where you can see all of the passengers and respond to their needs without distracting the driver.
9. In the event of an accident or if a service user is taken ill, to check all passengers for injuries and keep them calm whilst awaiting assistance from the emergency services.
10. Support the growth and development of students/volunteers.

11. To carry out general duties in and around the centre essential to the provision of a quality Day Care Service.
12. Regularly assess the service users' level of need and maintain accurate and up to date records of their progress and development.
13. To contribute to the care planning programme within the Day Centre.
14. To construct individual care plans with service users and their families.
15. To participate in the organisation and running of activities and outings for service users.
16. To support service users with personal needs such as supporting them with continence care needs and feeding.
17. To build positive relationships with service users and their families, maintaining high standards and respect at all times.
18. To empower service users to make their own choices and help them maintain their independence.
19. To maintain confidentiality of information for all service users and their families and only disclose information to those who have the right, or need to know in line with AUKLS policies and procedures.
20. To attend and participate in supervision, training programmes and meetings as required by the Day Centre Manager.
21. To work as part of a team and maintain effective communication both verbally and written.
22. To keep accurate records and perform other administrative duties as required by the Day Centre Manager.

ORGANISATIONAL RESPONSIBILITIES

- Provide a supportive working environment to all staff and volunteers
- Contribute to the overall achievement of AUKLS mission and objectives
- Ensure the values of AUKLS are upheld across the organisation
- Actively support AUKLS in carrying out its aim to be an environmentally responsible organisation in carrying out day to day duties
- Meet legislative and regulatory requirements
- To participate in networking activity at local and national level, by agreement with the CEO
- Attend staff and team meetings as requested
- Undertake any other relevant duties as determined by the CEO or your Line Manager

Promotion of a Supportive Working Environment

A supportive working environment can be defined as an environment where contribution is recognised, encouraged and rewarded. Staff and volunteers alike expect to be encouraged to develop personally and professionally and to acquire new skills at a pace that is suitable for them. All staff and volunteers must promote this environment as part of their roles and responsibilities.

Person Specification

The successful applicant must be able to demonstrate empathy for our service users and be committed to the promotion of a supportive working environment. All posts within the organisation are subject to change as the organisation grows and develops. Staff must be able to adapt to change and flexibility is a key attribute required of all Age UK Lewisham and Southwark employees.

Competency	Specification
Essential Personal Qualities	<ol style="list-style-type: none"> 1. Friendly, polite and patient 2. Flexible and open to change 3. Committed to the core aims and values of the organisation, including: <ul style="list-style-type: none"> • Working as part of a highly diverse staff and volunteer work force • Putting service users at the heart of our work • Being positive and proactive in difficult situations 4. Drive, energy and enthusiasm 5. Respect individuals needs and wishes 6. Good verbal and written communication skill 7. Empathy, team player, can do attitude
Essential Knowledge and Experience	<ol style="list-style-type: none"> 8. Good understanding of confidentiality and safeguarding adults 9. Good understanding of the needs of and issues affecting older people and carers 10. Work or lived experience of caring for older people
Desirable Knowledge and Experience	<ol style="list-style-type: none"> 11. Understanding of working in a person-centred way 12. Working knowledge of challenges faced by older people 13. Dementia Awareness
Essential Skills and Abilities	<ol style="list-style-type: none"> 14. Ability to travel within Southwark and Lewisham 15. Excellent interpersonal skills 16. Ability to work as part of a team
Desirable Skills and Abilities	<ol style="list-style-type: none"> 17. Self-motivated and able to motivate others

The postholder must agree to undertake a DBS check.