



JOB DESCRIPTION

Link Worker (Connect)

Post Title:	Link Worker (Connect)	Pay Scale:	£19,918 per annum, AUNN Band D
Department:	Health & Wellbeing	Hours of Work:	37
Responsible to:	Service Manager (Health & Wellbeing)	Tenure:	Fixed term until 3rd October 2020 (with potential for further extension)
Based:	Home, hospital (King's Mill) and field based	Date of issue:	November 2020

PURPOSE OF THE DEPARTMENT/SERVICE

The Age UK Connect Service provides short term support to people to help improve health and wellbeing and maintain independence. The service is aimed at people at risk of losing or reducing independence due to age, mobility, disability, long term health conditions or bereavement. Face to face and telephone support is given via trained staff and volunteers, although self-management and empowerment are at the core of the service. The service is delivered throughout the Mansfield, Ashfield and Newark & Sherwood Districts.

PURPOSE OF THE POST

The key purpose of this role is to identify and provide direct brief and short term support and empowerment to people who are waiting to be discharged from hospital, back into the community, helping them to maintain their independence. You will be the main link during this process, with the aim of achieving a smooth and speedier discharge for people and supporting with identifying solutions that will reduce re-admissions. A range of tasks will be undertaken including establishing and maintaining positive relationships with both clinical and statutory professionals, helping people complete forms, support with phone calls, provision of advice and information both verbally and with relevant literature, introductions to social activities, signposting and referring to other local internal and external services, helping persons find and maintain appropriate accommodation, establish safety and security at home, address fuel poverty, obtain aids and adaptations, access appropriate benefits and individual grants, encourage healthy lifestyles, address falls prevention and continence issues, and improve life and social skills. The post will also help support a team of volunteers and take the lead on engaging with hard to reach groups and key partners.



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. Through conversation with a person in either a hospital setting or their own home, complete a holistic assessment using a mobile device.
2. Provide telephone 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, refer to the wider Connect team.
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. Liaise with relevant professionals with the purpose of assisting with facilitating appropriate discharge from hospital, back into the community.

Planning and Organisation (P&O)

1. Be responsible for planning and undertaking visits both on the hospital ward and within the community, and arrange and priorities own caseload to meet targets.
2. Submit a forward planner each week and keep the administrative office informed of any changes to it.

Recording & Monitoring (R&M)

1. Maintain accurate and professional case notes daily using an internal database system (Charitylog).
2. Adhering to the Age UK Notts Data Protection procedures maintain all other relevant records pertaining to each person supported, where possible on Charitylog.

Quality (Q)

1. Attend dementia awareness sessions and become a “Dementia Friend”.
2. Be alert to all current issues involving the Early Intervention service and attend regular supervision sessions.

Charity Focus (CF)

1. Positively network with relevant professionals and local agencies and promote the service professionally where opportunity arises to ensure targets are met.
2. Promote public health campaigns and encourage people to take advantage of these.

Team Work (TW)

1. Take reasonable care for own safety while working in the community and comply with lone working procedures.
2. To take the lead in networking with key partners and peers within the wider Connect team.

Leadership (L)

1. In line with the volunteer recruitment procedures help ensure an effective team of volunteers is in place to support the service.
2. Delegate support tasks to volunteers appropriately.

Specialist Knowledge (SK)

1. In conjunction with the person, make an assessment of risks involved in supporting them within and outside his/her home.
2. In conjunction with the person agree and review an individual support plan (ISP) which is outcome focussed.
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 and Diversity

- 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 Yammer - 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.

Name of Employee:

Signature of Employee:

Date:

Name of Supervisor:

Signature of Supervisor:

Date:



Person Specification Living Well Link Worker (Connect)

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 (Q).
2. Ability to visit and assess a person's needs either in a hospital setting or in their own home 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. Ability to demonstrate a good knowledge of local services to support people to remain independent (SK, CC).
5. Good communication skills, planning and time management skills (P&O, C&C).
6. Experience of working effectively and in a complementary way with a wide range of organisations (TW, C&C).
7. Good IT skills with the ability to use an assessment tool on a mobile device, keep accurate paper and computer based records, and produce clear and concise written reports and figures (R&M).
8. 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 (P&O).
9. Ability to work dynamically as part of a team and achieve results in a busy environment (TW).
10. To have knowledge and understanding of Equality and Diversity issues and a commitment to implement that Age UK Notts Equality and Diversity policy (CF).
11. To have access to adequate transport arrangements to work across the districts of Mansfield, Ashfield, and Newark & Sherwood where required (CF, TW).

Desirable Requirements

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



Summary of Main Conditions of Service Living Well Link Worker (Connect)

Salary:	£19,918 per annum, AUNN Band D
Start Date:	As soon as possible
Hours of Work:	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.
Holidays:	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.
Mileage Allowance:	Currently 45p per mile.
Pension:	The Charity will contribute 4% of basic salary into our NEST pension scheme after 3 months service with a minimum employee contribution of 4% (in line with auto-enrolment rules). However, employees may contribute more than the minimum required employee contribution.
Place of Work:	Home, King's Mill Hospital and field based.

Timetable for Appointment

Post Advertised:	Wednesday 11 th November 2020
Closing Date:	Monday 30 th November 2020 at 5pm
Short-listing:	Wednesday 2 nd December 2020
Interviews:	Tuesday 8 th December 2020

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.