

## JOB DESCRIPTION

### Living Well Project Worker

<b>1. JOB DETAILS:</b>	<b>Job Title:</b> Living Well Project Worker
	<b>Reporting to:</b> TBC
	Place of work: Local Age UK Wiltshire Office &/or GP surgery
	<b>Working Hours:</b> 35hrs week; Mon-Fri
	<b>Remuneration:</b> £22,500 pa

### 2. JOB PURPOSE:

Work as part of a team to help and support older people that have been identified through GP surgeries to access services in the community to achieve the best possible quality of life and independence for that individual by providing and ensuring:

- holistic care planning and co-ordination of input from different professionals
- information/advice to individuals about a range of services to promote health and wellbeing to maintain independence within communities
- That whilst improving an older persons Well Being any opportunity to reduce demand for statutory services is taken, particularly the avoidance of hospital admissions, residential care placements and GP referrals.

### 3. MAIN DUTIES AND RESPONSIBILITIES:

#### 1) Enabling access to local services, including personalisation support:

- Work with multi-disciplinary team for people with older people, their families and carers.
- As a team member you will support the provision of person-centered conversations with the person about their needs, leading to a holistic care plan of support. This may include offering advice to clients and carers to manage practical tasks through a problem solving approach; signposting to appropriate services (e.g. equipment and adaptations which meet peoples' needs and reduce risk where possible), connecting people with the appropriate support services in the community (e.g. voluntary services).
- Develop knowledge of local services to enable the individual to access a range of services to meet their needs.
- Where affordability is a barrier to engagement, supply basic information on relevant benefits and refer on for more in-depth advice where required.
- Ensure individuals are engaged and connected with their local community and other organisations to make best use of resources.
- Help people access community care assessments as well as carers assessments, where potentially eligible; following up to ensure the process is going smoothly and have knowledge of outcomes.

#### 2) Supporting and supervising Living Well volunteers

- You will be taking responsibility for supervising and supporting volunteers to assist older people, as part of the holistic intervention offered by Living Well Programme.
- Providing support to volunteers ensuring that appropriate work and reporting information happen in a timely and professional manner

- Working with and providing support and training to volunteers to enable individuals to pursue their interests or hobbies. For example liaising with volunteers to escort individuals to their preferred activity.

### **3) Co-ordination and integration:**

- Actively participate in practice level multi-disciplinary team meetings.
- Liaise with a range of multi-disciplinary professionals who are involved in a persons' welfare, ensuring a smooth and coordinated approach, especially where multiple agencies are involved.
- Support the management of care and support to avoid unnecessary hospital admissions, residential care placements and unnecessary GP referrals.
- Identify when there is a need for urgent action or for a step-up in care and alert the relevant professional(s)

### **4) Record keeping and project evaluation:**

- The role will be required to carry out reports and updates, written, online and verbal, into database systems and up-line to Line Manager to support client goals and their changing needs/risks as well as meeting the Age Wiltshire requirements.
- Ensure accurate, timely and effective data recording for all volunteer input, guided conversations and any client data pertaining to the holistic wellbeing of individuals, staff and volunteers.
- Contribute towards the development of the project, attending meetings and doing presentations as requested
- Identify opportunities and gaps in services; feeding back information on this as well as service quality and accessibility to line management.

### **5) General responsibilities:**

- Contribute to the wider aims and objectives of the organisation.
- Take part in Age UK Wiltshire events and activities as agreed.
- To attend regular supervision sessions and annual appraisals with line manager to provide feedback and enhanced future planning and direction.
- To attend staff meetings, training courses and other meetings as required.
- To comply with Age UK Wiltshire policies with particular regard to Equal Opportunities, Health and Safety and Confidentiality.
- To be committed to Age UK Wiltshire policy and procedures on keeping adults safe from abuse, ensuring that all alleged abuse is reported to a Senior Manager and that safeguarding is embedded in all decisions and actions.
- To show flexibility and a willingness to cover for other staff.
- To carry out any other duties as may be reasonably required from time to time.

## Living Well Worker Person Specification

<b>Experience</b>	1. Experience of working in health, social care or information and advice, in direct contact with people, families and carers in a paid or voluntary capacity
<b>Experience Skills and Knowledge</b>	2. Experience of working with health and/ or social care professionals at a variety of levels either in health, statutory, voluntary or independent sector. 4. Understanding of issues affecting older people, particularly vulnerable and socially isolated and abilities to communicate in a sensitive way.
<b>Skills and Knowledge Other</b>	5. Ability to work in a person centred way to identify and address the needs of people living with health and social needs and formulate support plans. 6. Abilities to motivate and support individuals with needs to engage in new activities and service to maintain or improve quality of life. 7. Excellent interpersonal and team leadership skills with abilities to support and motivate staff and volunteers. 8. Excellent planning and organisational skill 9. Proactive, able to work alone using own initiative as well as coordinating a team of volunteers. 10. Excellent communication skills, both verbal and written; able to supply reports as required. 11. Computer literate, able to use Microsoft packages, email, the internet, web searches and databases 12. Understanding of quality systems and abilities to ensure collection of electronic data efficiently in order to provide statistical evidence for analysis. 13. Knowledge of local services and support available to older people; problem solving abilities to support client to achieve independence 14. Understanding of Confidentiality policy and practice 15. Understanding of and commitment to Equal Opportunities Policy and practice 16. This post requires someone with a professional and compassionate outlook, able to be supportive while being clear on boundaries.
<b>Other</b>	17. Flexibility, stamina and an ability to work across organisational boundaries and agencies including health, voluntary and statutory organisations 18. Tactful and diplomatic, able to build relationships with people from a wide range of backgrounds. 19.. This post is subject to a check through the disclosure and barring service