

Withington Assist JOB DESCRIPTION

Post:	Older People's Outreach Worker
Salary:	£13.50 per hour salary, 15 hours per week (24,570 FTE)
Contract:	Position is funded for 1.5 years, following 3 months' trial period with potential to continue role subject to further funding.
Employment:	Hours to spread over 3-5 days, between 9am and 3pm to suit.
Accountable to:	Withington Assist Co-ordinator
Main Contacts:	Older adults in Withington, coordinator, office staff, trustees and befriending volunteers.
Policies and Procedures:	The post holder must carry out his/her duties with full regard to Withington Assist policies, including Equal Opportunities, Safeguarding, Data Protection, Confidentiality, Health & Safety, and is expected to acquaint themselves with all policies and procedures and keep themselves informed of all updates. A full DBS check and references will be required.
Disability:	Where the post holder is disabled, every effort will be made to supply all necessary employment aids and equipment to enable the person to carry out the full duties of the post.

Main Purpose of the Post:

1. To visit older people in their homes who are socially isolated with complex care needs, to reduce loneliness and improve wellbeing by chatting, spending time together and assisting in small bits of admin/general tasks for them where needed and appropriate.
2. To support older people to attend Assist's/local social activities where possible or visit local café/shops etc.
3. To support the coordinator in setting up new partnerships between members and volunteer befrienders.

MAIN TASKS

1. To maintain a case load of 10-15 older adults living locally in Withington, visiting weekly/fortnightly as agreed with the coordinator according to a prearranged schedule.
2. To accurately record visits with attention to detail and clarity of information, and to feedback concerns or messages to the coordinator.
3. To work with the coordinator and volunteers to encourage and support older people who would like to try and join in activities outside the home.
4. To support the coordinator in transitioning members from a paid worker visit to a volunteer visitor where possible, and to support these volunteer befrienders with quarterly phone calls/emails.

5. To attend neighborhood partnership meetings alongside the coordinator to help establish links with wider community services to enable them to signpost members to wider support.
6. To attend training courses and meetings as appropriate.
7. To assist in ensuring the orderly implementation and management of office record keeping systems in accordance with GDPR, confidentiality and other policies.
8. To assist the Coordinator and Trustees as required.

Person Specification

You should demonstrate evidence against each point on this person specification to ensure you meet all the criteria. For this job we are looking for:

- Experience of working face to face with people who may be vulnerable, socially isolated or suffering from low mood and depression, whilst demonstrating kindness, patience and understanding.
- Experience of working independently; feeding back progress/experience to management.
- An ability to work alongside volunteers and to support them in their volunteering.
- A personal but also professional approach to supporting older people who are experiencing loneliness and social isolation and who may at times have difficulty in communicating.
- Excellent communication skills: ability to communicate effectively with a wide range of people from a variety of backgrounds.
- Understanding of the needs of older people, particularly those who may be vulnerable or disadvantaged.
- Can demonstrate accurate record keeping and attention to detail with experience of collating and recording relevant information and data.
- Reliable, responsible with good time keeping.
- The post holder will preferably have a mode of transport, as commuting around the neighbourhood is essential to the role. Ideally this would be access to a car, to enable occasional lifts for older members.
- Experience of wheelchair pushing not necessary as training provided, but the physical ability to handle a wheelchair on occasion would be preferred.

Personal Style and Behaviour

- Tact and good judgment in all dealings with older people, volunteers, and colleagues.
- Respect for, and a positive view of, older people.
- The ability to think creatively to improve the wellbeing of members.
- Commitment to equality of opportunity and valuing diversity.

(capable, enthusiastic, self-motivated)

To Apply:

The job description, person specification and application form are available at www.withingtonassist.org.uk , from the office (see address below), or by emailing withingtonassist.org.uk.

If you would like any further information about the role or about Assist, do come in and see us – email or phone first to arrange a suitable time.

Completed application forms to be emailed to Amelia at withingtonassist.org.uk, or posted to:

Withington Assist
439 Wilmslow Road
Withington
Manchester
M20 4AN

Closing date to submit applications is **Wednesday 28th February 2024** at 12pm.