

## JOB DESCRIPTION

<b>TITLE OF POST:</b>	FLOATING SUPPORT WORKER
<b>LOCATION:</b>	24 Hamilton Road, Bangor, BT20 4LE – Service delivered in Ards
<b>REPORTS TO:</b>	Team leader
<b>SALARY:</b>	£9.50 per hour
<b>HOURS:</b>	12 hours (to be agreed with Job Share) 3 mornings a week, 4 hours per day

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The AGE north down & ards (AGEnda) vision is to ensure that older people in the Ards and North Down area are comfortable with growing older. AGEnda's purpose is to support older people to live healthy, independent, and fulfilling lives.

### **Floating Support Service:**

Floating Support is a free, short-term service and is delivered by a support worker to residents aged 65+ living in the Ards and North Down Council area. The Floating Support worker will meet/visit clients at home on a regular basis and provide advice, information, and practical help, to make it easier for older people to maintain their independence in the home and community.

Floating Support involves a range of services, such as:

- Advice on housing rights and responsibilities. Welfare rights advice
- Information on local facilities
- Help with claiming benefits, budgeting, paying bills and debts
- Learning to plan meals, shop and cook
- Networking with specialist support agencies to meet individual needs

### **Please note no personal care is provided**

#### **Main Purpose of the Position:**

- Visit service users in their own homes
  - ACCESS NI check required to be completed
  - Required to wear and use PPE in compliance with current government recommendation
- Assess Service User's individual support needs
- In consultation & agreement with the Service User and others where appropriate, devise and implement suitable support plans
- To work in an empowering/enabling way with service users, as agreed in support plans

- Empower the Service User to access local services and encourage active participation in the community to promote a better quality of life e.g. housing, Health & Social Services care professionals, welfare & benefits, advocacy agencies, community hubs
- Empower Service User to live as fully and independently as possible within their local community, by supporting them to develop life management skills and remain independent in the areas of budgeting, cooking, shopping and maintaining their dwelling
- To research and provide Support & Signpost service
- To maintain high quality records of contact with service users and any outside professionals or agencies
- To accurately maintain records of 'service users' progress and report changes or concerns to the Team leader with due regard to client confidentiality
- Attend training and meetings relevant to the post
- Understand confidentiality and adheres to all AGEnda policies

### **General**

- AGE north down & ards is an equal opportunities employer, and all staff are expected to adhere to the Equal Opportunities Policy throughout the course of their employment.
- This job description is not definitive or restrictive and will be open to modification to meet changing needs.
- Fixed term contract until March 2023

## JOB SPECIFICATION

The job specification provides information on the qualifications, experience, knowledge and skills required to carry out the duties of the post.

The essential criteria will be used for shortlisting and as part of the selection process.

	<b>ESSENTIAL REQUIREMENTS</b>	<b>DESIRABLE REQUIREMENTS</b>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• 5 GCSE including English &amp; Math's Grade C &amp; above or equivalent</li> </ul>	N/A
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Minimum of 1 years' experience in supporting individuals in the community</li> </ul>	<ul style="list-style-type: none"> <li>• Previous work as a support role for the elderly.</li> <li>• Previous experience in researching services - particularly for the elderly.</li> </ul>
<b>Knowledge, Skills &amp; Abilities</b>	<ul style="list-style-type: none"> <li>• Excellent up to date computer skills especially in the use of Microsoft Office including Word and Excel.</li> <li>• Ability to use your initiative</li> <li>• Work well with others in a team environment.</li> <li>• Ability to respond effectively to changes in procedures and circumstances</li> <li>• Ability to complete a variety of tasks in a controlled and balanced manner.</li> <li>• Effectively plans and prioritises tasks and maintains accurate records</li> <li>• Highly motivated and committed</li> <li>• Organised and responsible</li> <li>• Attention to detail</li> <li>• Good Interpersonal/communication skills</li> <li>• Excellent telephone manner</li> <li>• Work effectively within the overall Line Management Structure</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of services for the elderly</li> </ul>
<b>Additional Requirements</b>	<ul style="list-style-type: none"> <li>• Respect confidentiality at all times and adheres to AGE north down &amp; ards policies &amp; procedures.</li> <li>• To undertake any other duties as required.</li> <li>• Candidate needs to be flexible to cover annual leave/sickness/Public &amp; Bank Holidays.</li> <li>• Reliable &amp; Punctual</li> <li>• Meet the Access NI requirements.</li> <li>• Full current driving license and access to car insured for business use during working hours</li> </ul>	

*The selection panel reserves the right to enhance the shortlisting criteria to facilitate the process when necessary.*