

Job Description for a Brixham Does Care Community Worker



Registered Charity No. 1155412

Location Brixham Does Care offices in the Town Hall, Brixham, Devon

Hours Full Time (34.5 hours Monday, Tuesday, Wednesday and Thursday 9.00 to 4.30pm, Friday 9.00 to 4.00pm with half an hour lunch break each day)

Hourly Rate £8.21

Contract Type Permanent

Posted 5th September 2019

Brixham Does Care is a registered befriending charity, founded in 1978 which attempts to combat loneliness and isolation. We offer support to people of all ages living in Brixham and surrounding communities.

Due to retirement we have the opportunity to employ a new team member.

CLOSING DATE FOR APPLICATIONS: Friday 20th September 2019

INTERVIEWS DATES: Week commencing 23rd September 2019

Your duties will include:

- You will listen to problems presented, take appropriate action and, if necessary consult/liase with relatives, carers, other staff and other involved agencies and members of health & care teams.
- To undertake centre operations in relation to the work of Brixham Does Care. E.g. possible support in the charity shop, community café, activities and groups.
- To be the link person for several groups, trips and activities.
- Assist people in the completion of forms e.g. Attendance Allowance, Blue Badge, Pension Credit etc.
- You will action new referrals and with the agreement of the service users you will signpost and support the isolated and vulnerable.
- You will need to ensure that the day to day centre operations run smoothly. Have a welcoming and positive approach to callers who contact the centre in person or by phone, assist with enquiries made.
- Support people including those who are highly sensitive and vulnerable to monitor their wellbeing. Maintain contact with service users / volunteers of Brixham Does Care especially in times of need or distress.
- If applicable, offer clients possible options/solutions to their particular circumstances, giving special attention to vulnerable people and people with mental health problems.

- To enable people to be active in managing their own wellbeing, health and care and improve their experience of care and support in the community.
- Keep confidential written records in line with GDPR, ensure these records are kept up to date; help to maintain the filing system and individual files.
- To support staff, service users and volunteers in carrying out the work of Brixham Does Care, often working independently.
- When the need arises accompany/support people to doctors, solicitors etc., encourage individuals to also make direct contact with statutory bodies and give support in crisis.
- To actively liaise/engage as appropriate with public authorities and professionals on behalf of users of Brixham Does Care. Participate on occasions as required, in meetings with other agencies.
- Brixham Does Care operates anti-discriminatory policy. You will need to deal with the diversity of our users in a non-judgemental and non-discriminatory manner.
- To make sure you remain up to date on all voluntary organisations within the locality so you can signpost effectively.
- Be aware of “Value for money” when considering issues relating to Brixham Does Care.
- The distribution of your time between the different aspects of work will be subject to variations according to the needs of Brixham Does Care and a flexible attitude and approach is essential.
- Contribute positively to day to day operational issues and the decision making process. On occasions you may be required to undertake some duties outside of your normal sphere of duties.
- To work flexibly when required, which may occasionally include working outside contractual hours of work.
- Maintain Brixham Does Care’s quality standards and when opportunities arise promote Brixham Does Care’s credibility and image.

You will also need to:

- Make best use of IT and be competent with computer programs
- Make and receive calls; take and pass messages, communicate information efficiently and effectively written and verbal to relevant staff.
- Help produce statistical reports, collect material/information to support our contracts and other fundraising activities, annual report etc.
- Prepare/participate in all annual events and when required take a lead responsibility for their organisation.

- Gain the confidence of many people; handle highly sensitive information and situations. Master information about help available to clients from public services and give people advice and counselling on a variety of matters.
- Develop a high degree of maturity and experience in dealing with people, display a positive attitude and leadership qualities.
- To make entries in diary/day book as necessary and make appropriate responses to information.

Discretion and total confidentiality is essential. You will also be required to sign a form of undertaking concerning confidentiality and disclosure of client information, if you have not already done so.

Health & Safety is everyone's concern. You are expected to have a positive approach to this subject and conform to all BDC requirements contained in BDC's health & safety statement.

You must cooperate with the management in discharging its responsibilities under the Health & Safety at Work Act 1974 and take reasonable health & safety precautions for yourself and others and ensure the agreed safety procedures are carried out to maintain a safe environment for employees and visitors.

The above is a guide to the tasks and responsibilities to be undertaken but it is not an exhaustive statement of them. They may be altered from time to time to take account of new developments and changing needs.

To adhere to all other conditions of service of Brixham Does Care and any other requirements as requested.

Wellbeing – Our commitment to staff health and wellbeing looks at supporting our staff as “whole” individuals. Staff are asked to be open about wellbeing issues at work, and have a responsibility to look after and manage their own health & wellbeing and to be mindful of the health of others. Preventative discussions are encouraged with the line managers and staff are asked to seek support and advice when mental health or physical health issues start to develop so that support can be accessed.

Please email your CV and covering letter detailing a full personal statement of how you feel you would be suitable for this role to admin@brixhamdoescare.co.uk FAO Jo.

Alternatively, please hand your CV and personal statement in to the BDC offices, in the Town Hall, New Road, Brixham.

For further information please call in, or contact **James - Brixham Does Care Manager** or **Emma – Brixham Does Care Director** on **01803 857727**.



Person Specification

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| Essential Skills & Effectiveness Excellent Interpersonal Skills. Good IT Skills. Self-sufficient & Resilient. Adaptable to Change. | Desirable Skills Facilitating groups. To be able to multi-task and prioritise. |
| Essential Knowledge Understanding of Confidentiality & Data Protection. Understanding of Equal Opportunities. Understanding of issues which can affect older and vulnerable people's lives. | Desirable Knowledge Mental Health knowledge including informal. |
| Essential Experience Experience of working with older people and vulnerable groups. Team Work. Lone working. | Desirable Experience An understanding of people's needs and be able to show empathy. |
| Essential Values Positive attitude. Flexible. | Desirable Values Presentable at all times. |