



**Family Support Worker**

<b>Location:</b>	Hartlepool Day Centre, Heather Grove, Hartlepool, TS24 8QZ
<b>Hours:</b>	20 hours per week on a rota basis (Monday-Saturday)
<b>Responsible to:</b>	Services Manager
<b>Job Purpose:</b>	The Family Support Worker is part of a caring team providing much needed support to people who are providing caring for loved ones at home
<b>Salary:</b>	£9.75 per hour
<b>Contract Period:</b>	Permanent
<b>Key Requirements:</b>	Valid current UK driving license and access to a car during working times

The Family Support Worker is part of a caring team and as such provides much needed support to people who are providing caring for loved ones at home. The work can be physically and mentally demanding and the person appointed to the post will be expected to have an understanding of people living with dementia.

Care for people must be provided in a way, which preserves dignity, treats individuals with respect, offers choice and safeguards privacy and demonstration of confidentiality is of the utmost importance. The post holder will also be required to assist the Services Manager with promotional and fundraising activities and meetings in addition to office duties.

**Key responsibilities and duties**

- To support people to lead as full life as possible whilst caring at home
- To provide people with advice and information
- To assist people with practical support: signposting to other agencies, assisting with access to services etc.
- To liaising with statutory agencies, Social Worker/Care Mangers and Community Psychiatric Nurses and GPs if instructed by the line manager
- To provide emotional support when required
- Any obvious changes to the persons health situations or circumstances must be reported immediately to the line manager
- To report and record any incidents or accidents to the Services Manager immediately
- To escort the person to appointments if required and act as advocacy if required
- To assist the person to apply for any relevant benefits, where necessary
- To plan and setup Memory Lane Cafes and satellite support events on a monthly basis as instructed by the Services Manager
- To arrange meetings and outings for families/carers on a monthly basis as instructed by the Services Manager

- To cover day centre in the event of staff shortage due to sickness and holidays or during busy periods if needed
- To undertake any duties regarding the establishment, as requested by the Services Manager

### **Fundraising**

- To assist the Services Manager with fundraising activities

### **Administration**

- To keep a data base up to date and all relevant records completed
- Assist with office duties when required e.g. photocopying, filing, preparation of information packs
- To assist the Services Manager with all correspondence
- To keep all information updated, including brochures and leaflets. Also ensure display boards are updated as required
- Assist and attend training events and attend relevant training courses as requested by the Services Manager

### **Promotion**

- Promote and represent the Charity during Dementia Action Week, World Dementia Day health promotion days with display boards and information for interested parties
- Attend and represent the Charity at presentations, fundraising functions and other events.

### **Other**

- To always maintain the highest standards of organisational and customer confidentiality
- To demonstrate a commitment towards your own continuous personal development
- To implement Hospital of God policies on Health and Safety, Data Protection and Equal Opportunities always
- To undertake any other duties and responsibilities as may be reasonably required within the scope of the post



Factor	Essential	Desirable
<b>Qualifications</b>		<p>NVQ Level 2 in Health and Social Care</p> <p>Additional professional qualifications</p> <p>Evidence of vaccination status (or proof of medical exemption)</p>
<b>Experience</b>	<p>Experience of building positive working relationships with guests and their carers/ families, staff and other health and social care professionals</p>	<p>Two years' experience of working with older people living with dementia and complex needs</p> <p>Experience of care services, risk assessment and person centred care and support</p> <p>Experience of day-to-day duties required to meet the delivery of our service</p> <p>An understanding of Hospital of God's mission, vision and values and service portfolio</p>
<b>Knowledge/ Skills/Abilities</b>	<p>Kind, caring and compassionate towards people in need of care and support</p> <p>Excellent understanding of the needs of people who require care and support in line with best practice</p> <p>Excellent understanding of the principles of high quality person centred care and support and non-discriminatory care practice</p> <p>Understanding of systems to maintain confidentiality in relation to guests, staff and the business</p> <p>Ability to maintain clear written and electronic records and to follow statutory reporting procedures</p> <p>Respect for people suffering from a range of medical conditions with different backgrounds and beliefs to your own.</p> <p>Strong commitment to non-discriminatory care practice</p>	<p>I.T. skills including using electronic care planning systems</p> <p>Knowledge of health and safety matters in relation to care services</p> <p>Knowledge of how to recognise abuse and safeguarding procedures</p>

	<p>Ability to follow and contribute to care plans</p> <p>Ability to follow regular work schedules as determined by Senior staff</p> <p>Excellent interpersonal and communication skills, both written and verbal</p> <p>Commitment to respecting the rights of customers at all times and to promoting their privacy, dignity and independence</p> <p>Ability to show initiative but maintain focus on the tasks assigned to you</p> <p>Ability to work undirected and unsupervised</p>	
<p><b>Other (eg attitude, interests etc.)</b></p>	<p>Valid current UK driving license and access to a car during working times (business insurance essential)</p> <p>The ability to work alone with minimal supervision with flexibility to hours/days and duties</p> <p>Enhanced Disclosure from the Disclosure and Barring Service</p> <p>Clean and smart appearance</p> <p>A passion for outcome focussed person-centred care</p> <p>Committed, enthusiastic, reliable</p> <p>Excellent timekeeper and reliable</p> <p>Open minded and non-judgmental</p> <p>Willing to undertake further training relevant to the post</p> <p>Flexibility to operate within a constantly changing environment</p> <p>Drive and determination to achieve excellence</p> <p>Ability to keep calm under pressure</p> <p>Professionalism and integrity</p>	<p>Receptive to the use of new technology within a care and support environment</p>