



### **Job Description**

<b>JOB TITLE:</b>	<b>Inclusion Support Worker – Combat Isolation</b>
<b>BASE:</b>	City Centre office with regular travel across Sefton and Liverpool, flexible home working
<b>HOURS:</b>	<b>35 hours - full-time</b> - fixed term until March 2025 initially with a possible extension dependent on funding
<b>SALARY:</b>	<b>£26,250 per annum</b>
<b>ACCOUNTABLE TO:</b>	<b>Combat Isolation Team Leader</b>
<b>HOLIDAYS:</b>	5.6 weeks inclusive of bank holidays

### **MAIN PURPOSE OF JOB:**

Combat Isolation is a bespoke service based across Liverpool, Sefton and Kirkby. The team supports older adults (over 50) diagnosed with functional mental illness who have been affected by loneliness and isolation exacerbated by the impact of Covid. The service has been designed to build confidence and increase independence through delivery of one-to-one support together with supporting the deliver of drop in sessions and community based activities. One-to-one support work will include developing a personalised community support programme and agreeing personal objectives with the client and a strategy to achieve them, encouraging clients to access meaningful activities to benefit their mental health, wellbeing and independence.

### **DUTIES AND RESPONSIBILITIES:**

#### General

1. Manage a caseload of clients and deliver one to one support over a 12 week period, encouraging and facilitating clients to participate in social activities, develop social networks, access services and facilities to live as independently as possible, in accordance with their needs and preferences.
2. Support in the delivery of local drop-in sessions to share information and provide guidance to current and potential clients.
3. Assist clients to work towards their identified goals, and move towards a brighter future as agreed in their personal support plan.
4. Giving guidance and direction to clients in respect of the project and the completed support plan. Sharing information about other appropriate services for clients.
5. Maintaining healthy and safe practices in the work place through risk assessment processes relating to the protection of clients, volunteers and

- staff. reporting any concerns, adhering to Age Concern Liverpool & Sefton Health & Safety policy and procedures
6. Ensure that all clients' personal information and circumstances are treated as confidential
  7. Maintain client's dignity, choice & control at all times and advise the Combat Isolation Team Leader of any safeguarding concerns
  8. Respect the client's individuality, equality and diversity, providing a service sensitive to these needs.
  9. Monitor clients' health and well-being and providing support to increase confidence and independence.
  10. Use communication systems and processes to maintain an accurate record of own work and to address the needs of clients. Taking appropriate action to process/ escalate issues arising from communication relating to both clients and staff.
  11. Meet regularly with other team members to review progress, approach concerns and plans for moving forward.
  12. Work in cooperation with colleagues and staff from other agencies.
  13. Provide support to clients in accordance with all written policies and procedures of Age Concern Liverpool and Sefton.
  14. Undertake any other reasonable duties, including, but not exclusively, clerical work and attendance at the office as required by Age Concern Liverpool and Sefton.

**PLEASE NOTE:**

**An enhanced DBS check will be required for this post.**



## Person Specification

**Job Title:** Inclusion Support Worker – Combat Isolation

(AP – Application Form)

Item	Method of Assessment
<p><b>ESSENTIAL</b></p> <p>Enthusiasm to make a difference to people’s lives. Ability to be creative and adapt to individual needs with personalised approaches.</p> <p>Builds good working relationships with team members and volunteers. Working cooperatively with other professionals.</p> <p>Ability to work alone in the community with clients.</p> <p>Health and social care qualification or training.</p> <p>Speaks and writes clearly and accurately, communicating in an open and effective way.</p> <p>Good observational/monitoring and risk assessment skills. Able to convey sensitive information tactfully.</p> <p>Ability to listen, understand and respond to people, always putting the client first.</p> <p>Ability to be flexible and open to new challenges, ideas and experiences.</p> <p>Able to be caring, sensitive and patient while supporting clients to be as independent as possible.</p> <p>Has awareness of when to ask for help and has the confidence to do so where appropriate.</p> <p>Values diversity.</p>	<p>Interview</p> <p>Interview</p> <p>AP/Interview</p> <p>AP</p> <p>AP/Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>AP/Interview</p> <p>AP/Interview</p> <p>Interview</p>

Demonstrates commitment to keeping knowledge, understanding and skills up to date.	AP/Interview
Works to policies, procedures and relevant legislation.	Interview
Valid Driving Licence and own car due to the nature of job.	AP
<b>DESIRABLE</b>	
Experience of organising group activities.	AP/Interview
Experience of being in a supportive and enabling role.	AP/Interview
Experience of providing care and support in a work or non-work setting and of supporting people with behaviour that can challenge.	AP/Interview
Experience working of working in the mental health field.	AP
Experience working with a person centred approach.	AP
Experience of outcome based service delivery and the required records, which evidence this.	AP/Interview
Understanding of confidential information sharing and GDPR.	Interview
Mental Health Qualification	AP
NVQ Level 2 or 3 or above in Promoting Independence or Care	AP
Experience of working with volunteers.	AP/Interview