

## JOB DESCRIPTION

**JOB TITLE:** Assistant Project Worker

**SERVICE:** OLDER PERSON'S SERVICE - Help to Stay at Home

## PURPOSE OF THE JOB

The Older Persons Service promotes social inclusion opportunities for isolated and lonely vulnerable older people by providing 1:1 support in people's own homes. The regular contact that this service will bring will make a real difference to an older person's life. Older people will ideally benefit emotionally through shared interests and experiences with their matched staff member and also through practical assistance, such as help with transport to Health Services including GP, dentist and hospital appointments, collection of prescription, support to attend appointments, shopping trips and social outings.

The purpose of the job is to work closely with the project workers and volunteers to support the people who receive our services to become engaged and included within their communities.

They will develop relationships with relevant agencies and other services to maximise opportunities for the people we support.

Maximising user involvement and choice and using initiative to develop activities for the benefit of service users and carers are key aspects of the job.

## VALUES

The postholder will be expected to demonstrate LinkLiving's core values of:

- Empathy (listen to and understand an individual's needs and circumstances)
- Respect (treat others the way they wish to be treated)
- Integrity (be honest and have strong moral principles)
- Caring (show kindness and concern for others)

## MAIN TASKS

- Provide one to one support to the older people, dealing with any issues they may have by providing advice or signposting, seeking advice where necessary
- Enable and support people we work with to become actively involved in their community
- Assist the project workers to monitor the day to day running of the Older Person Services projects
- Assist the Team Leader and Project Workers to deliver community initiatives including social cafes and groups for older people
- Develop good relationships with other agencies in the communities in which they work in order to promote the services and to identify opportunities for service users
- Support the project workers in the collection of data to monitor and evaluate the quality of service delivered against agreed criteria
- Liaise with other agencies to promote and develop the service

- Ensure service user contacts are recorded in line with quality assurance standards.
- Work as a team member, offering support to other workers in their role, providing advice and guidance where necessary.
- Participate in funding applications where necessary
- Contribute to practice and policy development ensuring they are grounded in the organisation's strategy and values
- Active involvement in own learning and development, keeping up to date with current sector thinking
- Active participation in agreed training and regular support and supervision
- Represent LinkLiving in a professional manner at all times and ensure that an efficient and courteous service is provided.

## RELATIONSHIPS

- Service Manager
- Team Leader
- Project Workers
- Team Members
- Volunteers
- People who use the service
- Colleagues, including LinkLiving staff and Link Group business partners
- Local Authorities
- Funders
- Partner Agencies
- Volunteer Networks

## ACCOUNTABILITY

This post is accountable to the Team leader and Service Manager

## PERSON SPECIFICATION

VALUES	ESSENTIAL	DESIRABLE
Empathy (listen to and understand an individual's needs and circumstances)	√	
Respect (treat others the way they wish to be treated)	√	
Integrity (be honest and have strong moral principles)	√	
Caring (show kindness and concern for others)	√	
EDUCATION & QUALIFICATIONS	ESSENTIAL	DESIRABLE
Educated to a general standard	√	
KNOWLEDGE / EXPERIENCE & SKILLS		
Knowledge and understanding of the issues affecting older people	√	
Building equal and positive relationships with people	√	
Good personal computer skills and the ability to use technology efficiently to maintain and update records	√	
Knowledge and understanding of local community initiatives and projects	√	
Experience or interest of working with people in group settings		√
Effective communication skills including excellent written, oral and IT skills with the ability to take the lead in conversations	√	
Knowledge of the use of evaluation methods to ensure project is effective	√	
Non-judgmental attitude and willingness to embrace diversity	√	
Ability to adapt to new environments	√	
Ability to work openly and honestly within a team setting	√	
Ability to prioritise and plan own caseload	√	
Ability to create relationships/partnerships with other voluntary and statutory agencies	√	
GENERAL / OTHER		
A valid driver's license and access to a car that can be used daily to travel between services as required	√	

COMPETENCY MANAGEMENT FRAMEWORK	ALL ESSENTIAL AND WILL BE ASSESSED AT INTERVIEW
<b>COMMUNICATION</b> Communicates ideas and information effectively, both verbally and in writing, ensuring messages are clear and understandable. Shares information openly and encourages a two-way dialogue. Use appropriate language and style that is both relevant to the situation and to the people being addressed.	
<b>CUSTOMER CENTRED APPROACH</b> Puts the person at the heart of the service and is able to understand both internal and external customers and service users' needs. Takes personal responsibility for securing the satisfaction and wellbeing of customers and service users. Encourages and maintains open, positive relationships with a wide range of people. Listens and communicates assertively to ensure mutual understanding.	
<b>INNOVATION</b> Constantly strives to evaluate, question and improve how things are done. Views improvement as a continuous process. Creatively explores and applies innovative approaches to improve the quality and delivery of services.	
<b>LEADERSHIP</b> The ability to lead, inspire and encourage others to meet business objectives whilst providing a clear vision and sense of purpose in all activities. Actively participates and contribute towards Project Teams, Committees and other working groups. Is supportive of colleagues, including secondees, placements and new employees.	
<b>PERSONAL EFFECTIVENESS</b> Takes personal responsibility for making things happen and achieving results. Presents ideas clearly and persuasively. Willing to take responsibility in challenging circumstances or when things go wrong. The ability to recognise and control own emotions and to respond to situations objectively, even when under pressure. The self-confidence and flexibility to adapt own response to suit the needs of the situation or to respond flexibly and prioritise depending on the other persons approach.	
<b>PROBLEM SOLVING AND REASONING</b> The ability to identify and resolve problems by gathering and analysing information from a range of sources and make informed and effective decisions. Draws appropriate conclusions and considers the consequences of these decisions. Willingness to participate and contribute effectively to the team effort. Will put own interests aside when appropriate to meet the needs of the team.	
<b>INFORMATION SYSTEMS</b> A functional understanding of Link's core information communication technology – including Microsoft Office systems. An ability to access and use personal computer software for effective communication and the management of information. Has a basic knowledge of PCs, including keyboard skills and will take active steps to update personal computer literacy skills and to support others when required.	
<b>WORKING TOGETHER</b> Willingness to participate and contribute effectively to the team effort. Will put own interests aside when appropriate to meet the needs of the team. Takes positive action to build the team and works through conflict to achieve resolution. Makes other team members feel valued. Knows what their team aims to achieve, their role and the part they play and takes positive action to build the team mentors/coaches new employees.	

## TERMS AND CONDITIONS OF EMPLOYMENT

Noted below is a summary of the general terms and conditions of employment of LinkLiving employees. Those quoted apply to full-time posts and part-time staff will be eligible to receive the same employment terms on a pro-rated basis. Employees on fixed term contracts are also eligible, subject to the restriction of their contract. An individual contract may determine additional terms particular to that appointment and employees should also refer to their own contract of employment.

### Hours

Full-time – 37.5 hours per week, usually Monday to Friday, but requires flexibility around the needs of the service.

### Contract

Permanent.

### Salary

Placement within the salary range will be dependent on a number of factors including skills and experience.

Progressing through the salary range will be determined by an assessment of individual performance against an agreed Job Plan and following a recommendation made to the Management Team at each performance year-end.

Assistant Project Worker Salary Range £24,570 - £26,443 per annum, (dependent on skills & experience).

An Inflation-Related Pay Award is normally awarded annually in April.

### Annual Leave

35 days pro rata per annum (including 10 public holidays) rising to 38 days after completion of three years' service.

### Pension

Link is required by law to automatically enrol eligible employees to its pension scheme. Auto-enrolment rates from 1 April 2019 are:

- Link: 5% of basic salary
- Employee: 3% of basic salary

Employees can opt to increase their contributions:

Employee:	4%	5%
Link:	6%	6%

### Travel

(a) Staff will be reimbursed two-thirds of the cost of a monthly bus pass if this is appropriate to the needs of the Service. (b) If you only use a monthly bus pass for business purposes you may be able to claim the full cost.

Use of your own car for business mileage, where authorised, will be reimbursed at a rate of 45p per miles. LinkLiving adopts the Inland Revenue approved mileage rate system.

#### On-Call

Where an on-call rota is in place, a separate allowance of £20 will be paid per shift.

#### Time Back

There is a time back arrangement for additional hours worked in excess of the contracted hours.

#### Probationary Period

There is a 6-month probationary period, which may be extended to 9 months following consultation with individuals.

#### Support and Supervision

You will have regular support and supervision meetings with your line manager

#### Smoking

All Link group offices operate a NO SMOKING POLICY – you may have to work with service users who smoke.

#### Health Care Cash Plan

A non-contributory Healthcare Cash plan scheme for employees and children under 18 years old.  
[Option to include partners]

#### Protecting Vulnerable Groups Scheme (PVG) Information for applicants who wish to work with Link

People who work on a regular basis with vulnerable groups will be required to join the Protecting Vulnerable Groups (PVG) Scheme. This Scheme replaces the Enhanced Disclosure Scotland checking process for organisations and it is a mandatory requirement of working within Link.

As well as strengthening safeguards for children, the PVG Scheme will improve protection for adults because, for the first time in Scotland, there will be a list of those who are barred from working with protected adults - there is already a list of those who are barred from working with children. A protected adult is a person, aged 16 or over, who receives one or more type of care or welfare service either regularly or for a short period of time.

People who work, on a regular basis, with vulnerable groups will join the PVG Scheme and from then on, their membership records will be automatically updated if any new vetting information arises. Vetting information is conviction information retrieved from criminal justice systems and nonconviction information held by the police that is considered relevant.

In order to become a member of this scheme for the first time the cost is £59. Should you be successful in securing a post with Link it will be expected that you will meet the registration cost.

If you are already an existing PVG scheme member, Link will meet the cost to update your application.

For further information please refer to the disclosure Scotland website -  
<http://www.disclosurescotland.co.uk/pdf/protecting-vulnerable-groups-scheme.pdf>