



Job Outline

Directorate of DAHCS

Job Title	Welfare Support Worker	Post Number	
Responsible to	Team Leader	ERYC Grade	Grade 3
<p>Overall Purpose: To provide a welfare service on an agreed level to customers living within the East Riding, enabling them to maximize their independence by their preferred method of contact, eg personal visit, telephone call etc. To respond to customers who have indicated they require emergency assistance. Update information and perform operational equipment checks for the safety of the customer. The service is provided on a 365 day basis.</p>			

Principal Accountabilities	
1	To make scheduled contact by preferred method of communication to each dwelling within the area for which they are allocated on a daily basis with visits to particular dwelling being more or less frequent as circumstance require.
2	To ensure that any medical, domestic, social, financial help or advice required by a customer is signposted as soon as possible to enable a referral to the appropriate agency.
3	To ensure all information and relevant forms for the customer is maintained and recorded appropriately and that any change in such information is notified promptly to the Lifeline control center.
4	To give short term general assistance or preventative support to individuals whose health has deteriorated, and urgent assistance in response to any emergency when summoned via the alarm system during duty periods.
5	To complete appropriate risk assessment paperwork and submit to line manager for final approval.
6	Test all equipment and fire systems are operating correctly on a routine basis and

	maintain a record of when such checks are made. Taking any appropriate technical action when required.
7	Provide cover for other members of staff as required with the ability to travel to designated work locations as directed. This may involve the movement of area to maintain service continuity and demand.
8	To undertake required training to be able to perform the role of WSW. Attending team meeting as required.
9	Works within the authority policies and procedures at all times
*	In your role you are required to speak English with sufficient fluency to effectively perform your duties, as required by Section 77-84 of the Immigration Act 2016
	The above principal accountabilities are not exhaustive and may vary without changing the character of the job or level of responsibility.



Employee Specification

Post Title: Welfare Support Worker

ERYC Grade: 3

Essential Criteria

- Able to travel to designated work locations as directed in order to fulfil the duties of the role and demands of the service.
- Is able to work with adults with varying needs and have an understanding of their individual needs.
- Has an understanding of services available to those living in the community.
- Has basic knowledge of assistive technology
- Previous experience of working in a community environment.
- Treats customers with respect, considers the needs of the customer
- Looks to improve efficiency/effectiveness of services to eligible customers
- Gives the customer confidence in what they have done/said
- Signpost the customer to other services
- An ability to fulfil all spoken aspects of the role with confidence through the medium of English.
- Demonstrates genuine concern
- Builds rapport
- Delivers information clearly
- Solves problems
- Is clear, thorough and accurate
- Works on own initiative
- Takes ownership of job role requirements.
- Makes timely and considered decisions within the boundaries of their role.
- Is a team player , build positive relationships
- Acts with integrity and honesty



- Is non-judgemental
- Is resilient
- Empowers others
- Is organised
- Manages own time effectively and meets agreed targets
- Understands the need for change
- Thinks ahead and takes responsibility for improvement
- Embraces change and adopts a can do attitude
- Recognises that timescales and processes may need to be flexible
- Considers best practice.
- Appreciates the use of technology and how this can improve people's quality of life.
- Open to learning new skills
- Able to use mobile phone

Desirable Criteria

- Has basis knowledge of assistive technology



- Previous experience of working in a community environment