Job description and personal specification

Community Support Worker – Independent Living Service

Location	St Edmund's House, Margaret Street, York, YO10 4UX and in the community	**Reports to**	Independent Living Service Manager
Hours	17.5 hours	**Working pattern**	3 days per week. Thursday and Friday 9am to 5pm and a third day to be decided between Monday-Wednesday.
Contract term	12 months fixed term with a potential for extension based on funding.	**Type of role**	Community – based at the Age UK office and the Hub while being out in the community most of the time.
Direct reports	N/A	**Role last updates**	10/09/2026

Salary	£11,953.10 per annum / £23,906.19 full time equivalent.	**Holidays**	5 weeks and 1 day pro rata

Context:

Age UK York is a local charity which exists to support the older people of York, their families and carers. Together, our team provide a wide range of services which make a valuable difference to the needs and lives of older people across the city.

Age UK York is committed to diversity, equality and inclusion. Through our recruitment we want to build a diverse workforce, one that represents the communities we exist to

help and brings a variety of perspectives so together we are best able to support older people in York.

Through a wonderful team of staff, volunteers and supporters Age UK York has been supporting older people in York for 50 years and counting and exists to continue to be there when needed.

Purpose of the role:

Community Support Workers support older people to regain and retain their independence and wellbeing following a personal crisis such as hospitalisation, illness, or bereavement. They carry out a wide range of activities intended to enable older people to use their own strengths and resources to continue living at home, prevent hospital re-admission, and re-engage in their community.

Responsibilities:

1. Provide assistance to a person returning from hospital or medical facility and those identified by local health professionals as being at risk of a further decline in health without a support mechanism. This can involve taking the person home from hospital.
2. Carry out ongoing assessment of the person's needs and, where longer term support is needed, work with them to develop a support plan that meets these needs and enables them to move towards their goals. Provide appropriate support to help them achieve these goals.
3. Accompany service users to attend hospital or GP appointments.
4. Note, record and report on progress and any changes in a service user's condition ensuring that appropriate actions are taken if a service user's health deteriorates.
5. Liaise with health, housing, and other professionals to ensure that the needs of the service user are consistently met.
6. Carry out welfare checks and visits as required and assist service users with their activities to re-enable their daily living skills.
7. Provide practical and emotional support with issues such as mobility aids, transport, companionship, assistance with shopping, access to groups and activities. This might include referrals to other AUKY services.
8. Signpost to further support available liaising with Community Connectors and other external organisations, partners, and voluntary and community sector activities.
9. Maintain accurate records of activities undertaken using the Charity Log database.
10. Comply with AUKY policies and processes including those on lone working, manual handling, and infection control.
11. Ensure the service user's health and wellbeing is preserved and that safeguarding policies and procedures are always followed.

12. Work with colleagues to ensure that health and safety legislation and risk assessments are understood and implemented.
13. Actively participate in team meetings and training as requested by your line manager.
14. Provide support to colleagues as needed to ensure effective teamworking and positive outcomes for service users.
15. Drive people home from hospital and settle in, including popping heating on, making a cup of tea or coffee, shop on the way home if needed, let neighbours/relatives /friends know they are home safe if needed.

Person Specification

Category	Essential	Desirable
1. **Education, qualifications and training**		• A qualification in health and social care or equivalent qualification.
2. **Knowledge and skills**	• Strong verbal and communication skills. • Ability to use office software (Outlook, Word, database systems) with a high level of accuracy when inputting data. • Ability to handle challenging or inappropriate behaviour. • Able to adapt approach and respond quickly to changing situations.	
3. **Experiences**		• Experience of working with older people with frailty, dementia or who are blind or partially sighted sight loss or are deaf or hard of hearing. • Experience working in the voluntary or charitable sector.

4. **Attributes**	• A commitment to supporting older people to improve their lives. • A team player willing to work alongside other services. • Have a creative approach to problem solving. • Able to work on own initiative without supervisions. • A willingness to try new ideas, learning from both failure and success.	
5. **Additional requirements**	• Demonstrate an understanding, support and commitment to Age UK York's Vision, Mission and Strategic Aims, and our efforts to realise them. • Full driving license with no more than 6 points; access to a vehicle suitable for transporting older people.	

We are an organization committed to staff development. We will support you to grow as a professional and develop your skills and talents, including supporting you to gain new qualifications.

The nature of the role involves directly with vulnerable adults therefore a enhanced DBS check will be required.