

## Job description and person specification

Waiting Well Service Support Worker			
<b>Salary level</b>	1b	<b>Job reference number</b>	
<b>Department</b>	Health and Local Crisis Response	<b>Division</b>	UK Operations
<b>Work location</b>	Must be able to spend time working within the area and offices as required and to travel within Swansea and NPT	<b>Reports to</b>	Waiting Well Service Coordinator
<b>Role duration</b>	FT 31 March 2025	<b>Last updated</b>	April 2024

## Scale and scope of role

<b>Direct reports</b>	None	<b>Indirect reports</b>	None
<b>Budgetary responsibility / accountability</b>	None	<b>Accountability for other resources</b>	None
<b>Reach and impact</b>	The Waiting Well Support Worker will be required to provide a time limited practical and emotional support service to service users living in their geographical locality typically prior to a hospital stay to enable independent living.		

## Context

The British Red Cross helps people in crisis, whoever and wherever they are. We are part of a global voluntary network, responding to conflicts, natural disasters and individual emergencies. We enable vulnerable people in the UK and abroad to prepare for and withstand emergencies in their own communities. And when the crisis is over, we help them to recover and move on with their lives. Within the UK, the British Red Cross operates through over 3000 staff and over 20,000 volunteers.

The Health & Local Crisis Response (H&LCR) service supports people in the space between hospital and home and responds to the needs of people in crisis following an emergency; maintaining an extensive network of external relationships across health, social care, and emergency services.

## Overall purpose of the role

The Waiting Well Service Support Worker post will provide reactive, focused and flexible support to adults who are awaiting surgery and/or treatment. The post will assist the Waiting Well Service Coordinator by undertaking duties required to meet the service users' needs in order to re-enable service users to remain in their own home and prevent hospital admission. The post-holder will respond to referrals and will be required to have the ability to assess service users'

needs, complete and follow a support plan for the individual. The post-holder will be providing practical and emotional support in the service user's own home and signposting to other services where appropriate to enable the individual to live independently in their own home.

## Principal responsibilities

### 1. Service delivery

- > Provide assistance to a person awaiting surgery and/or clinical treatment and those identified by local health professionals as being at risk of a further decline in health or without a support mechanism.
- > Take/accompany service user to attend hospital appointments or other activities as required in the care/support plan using their own or British Red Cross vehicle.
- > To have the ability to provide on-going assessment of service users' needs, to develop a support plan to meet these needs and provide appropriate support to achieve positive outcomes.
- > Recording and reporting of activities undertaken and highlighting any changes in a service user's condition and ensure that appropriate actions are taken if a service user's health deteriorates.
- > Liaising with health, housing and other professionals to ensure that the needs of the individual are consistently met.
- > To ensure as safe as possible a living environment for service users through carrying out risk assessments and providing information/advice whilst respecting their individual dignity, choice and rights.
- > To carry out follow-up welfare checks and visits as required and assist service users with their activities to re-enable their daily living skills for up to the maximum support period.
- > Carry out needs and risk assessments with service users, liaising with referrers as necessary.
- > Provide practical and emotional support such as; mobility aids loans, transport, companionship, assistance with shopping, helping access to groups and activities
- > Signpost to further support available; liaising with Community Connectors, external organisations, partners and voluntary and community sector colleagues
- > Link to other appropriate Red Cross services which help build resilience and independence such as volunteering, transport services, short-term wheelchair loans, first aid education, financial crisis and other national initiatives

### 2. Quality and performance

- > To comply with British Red Cross Health & Safety policies including those on lone working, manual handling and infection control.

- > To ensure that the highest standards are delivered which comply with the BRC Quality Standards framework.
- > To ensure service users' health and wellbeing is preserved and safeguarding policies and procedures are followed at all times.

### 3. Team member

- > Work with colleagues to ensure that health and safety legislation and risk assessments are understood and implemented and that staff and volunteer safety is secured
- > Adhere to policies and procedures regarding data protection and confidentiality
- > To undertake training as required and be prepared to travel within the Area to attend any relevant meetings
- > Undertake any other relevant duties that may be required from time to time
- > Willingness to work flexibly around the needs of the service (evening and weekends).

Staff may not unreasonably refuse a request to undertake any task which is appropriate to their level for which they have the necessary skills and / or experience. Any resulting change to their objectives and priorities will be discussed and confirmed with their line manager.

# Person specification

NB: this document will be used to develop a short list of applicants for any vacancy for this role and then be used in the subsequent selection process. It will then form the basis of a development plan for an individual appointed to this role.

	Requirements
<b>Skills</b>	<ul style="list-style-type: none"> <li>&gt; Excellent interpersonal and communication skills</li> <li>&gt; Ability to work as part of a team and on own initiative**</li> <li>&gt; Able to plan own workload**</li> <li>&gt; Ability to deal with queries in a diplomatic, professional and confidential manner</li> <li>&gt; Good telephone manner</li> <li>&gt; Ability to communicate with health and social care professionals</li> </ul>
<b>Knowledge (including education and training)</b>	<ul style="list-style-type: none"> <li>&gt; Educated to GCSE level (or equivalent by experience)**</li> <li>&gt; IT literate**</li> <li>&gt; Knowledge of supporting service users who may be disabled and/or frail, cognitively impaired and who may have dementia and mental health issues*</li> <li>&gt; Working with individuals with a sensory or physical impairment or who may be frail due to old age *</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>&gt; Experience of volunteering</li> <li>&gt; Participation in a multi-disciplinary team environment**</li> <li>&gt; Experience of delivering high quality services to the public</li> <li>&gt; Experience of finding information through the internet and other sources</li> <li>&gt; Knowledge of services provided by the NHS and Social Care*</li> </ul>
<b>Competencies</b>	<ul style="list-style-type: none"> <li>&gt; Full driving licence holder and access to vehicle**</li> <li>&gt; Supporting and supervising projects and activities</li> </ul>

	<ul style="list-style-type: none"> <li>&gt; Leading people: Motivating, directing and supporting others to achieve the Red Cross vision, mission and strategy**</li> <li>&gt; Innovative and creative thinking</li> <li>&gt; Managing and developing yourself</li> <li>&gt; Recruiting and selecting individuals</li> <li>&gt; Supporting and developing individuals</li> <li>&gt; Take responsibility for own and team's decisions and actions</li> <li>&gt; Knowledge of the local area</li> <li>&gt; Ability to monitor local financial procedures</li> <li>&gt; Understanding of how to improve service quality for the benefit of users</li> <li>&gt; Working knowledge of health and safety practices</li> <li>&gt; Understanding of the Risk Assessment process</li> </ul>
<b>Behaviours</b>	<p><b>FOCUSSING ON PEOPLE IN CRISIS</b></p> <ul style="list-style-type: none"> <li>&gt; Finds ways to define and continually improve services for people in crisis</li> </ul> <p><b>ACCOUNTABLE FOR RESOURCES</b></p> <ul style="list-style-type: none"> <li>&gt; Recognises and communicates to others our responsibility to our donors and supporters in maximising use of funds and resources</li> </ul> <p><b>SEEKING INSIGHT</b></p> <ul style="list-style-type: none"> <li>&gt; Finds those closest to the issue and investigates further</li> </ul> <p><b>EMBRACING AND LEADING CHANGE</b></p> <ul style="list-style-type: none"> <li>&gt; Overcomes obstacles and deals with resistance around doing things differently, sensitively and respectfully</li> </ul> <p><b>WORKING COLLABORATIVELY</b></p> <ul style="list-style-type: none"> <li>&gt; Helps others to understand the common ground</li> </ul> <p><b>COMMUNICATING AND INFLUENCING</b></p> <ul style="list-style-type: none"> <li>&gt; Adapts their method of communication and message to suit a specific audience</li> </ul> <p><b>LEADING AND ENGAGING</b></p>

	<ul style="list-style-type: none"> <li>&gt; Consults the team / individuals on issues that affect them</li> </ul> <p>DEVELOPING YOURSELF AND OTHERS</p> <ul style="list-style-type: none"> <li>&gt; Supports other people's development by sharing knowledge, skills and learning</li> </ul> <p>SOLUTION FOCUSED</p> <ul style="list-style-type: none"> <li>&gt; Anticipates obstacles, thinks ahead about next steps and contingencies</li> </ul> <p>MANAGING PERSONAL IMPACT</p> <ul style="list-style-type: none"> <li>&gt; Role models good behaviour to achieve the organisation's vision</li> </ul>
<b>Additional requirements</b>	<ul style="list-style-type: none"> <li>&gt; Uphold the Fundamental Principles and act with integrity, in accordance with the Society's obligations and values (inclusive, compassionate, courageous, and dynamic).</li> <li>&gt; Ensure anti-discriminatory practice and promote diversity.</li> <li>&gt; Willingness to work flexible hours**</li> <li>&gt; Willingness to undertake training as required</li> <li>&gt; Able to travel around the area as required</li> </ul>

*NB All disabled candidates who meet the minimum criteria, denoted by \*\*, will be short-listed for interview in line with our commitment under the two-tick symbol scheme.*