

# Age Concern Glenrothes

## Job Description

Position: Volunteer key worker  
Responsible to: Age Concern Manager  
Responsible for: no line management responsibility

Outline of role: To make sure that our clients needs are being met at the centre in line with their care plan.  
  
The key worker will work with members to monitor any changes to an individual member's emotional and physical well-being, and ensure that the organiser and manager are aware of them.

Specific tasks: **Operational**

- To read and understand the procedures in our Operational Manual
- To attend training and information sessions as agreed with the Manager at interview

### **Practical**

- To spend time with new clients on their first visit to the centre
- To read client profiles, discuss with the client and compile their care plan
- Talk to individual clients on a regular basis to identify their changing needs and review their care plan accordingly
- To provide a link between day centre and clients who are unable to attend due to illness
- To identify changes in a member's mental or physical health and record in the care plan as necessary
- To liaise with the organiser to make sure that people's needs and expectations are being met
- To attend bi-monthly staff meetings
- Carry out all tasks in accordance with our policies and procedures