

HELP AT HOME

FREEDOM • CHOICE • INDEPENDENCE

JOB DESCRIPTION

JOB TITLE:

Help at Home Worker

JOB PURPOSE:

The Help at Home Worker will undertake a range of tasks for older people in their own homes, according to their needs and wishes and under the direction of the Help at Home Manager and working within the policies of Age UK Cheshire.

ACCOUNTABLE TO:

Help at Home Manager

Duties and Responsibilities

1. To undertake the allocated domestic tasks to agreed standards as requested by the Help at Home Manager within a specified time.
2. To establish a good relationship with clients and their carers' and, where appropriate, professional carers', such as health or social workers.
3. To report to the Help at Home Manager if there are any concerns for the well-being of the client.
4. To complete annual client Health and Safety update forms.
5. To record details of clients calls on a work mobile device.
6. To record any expenses on a work mobile device by the end of each week.
7. To report any changes to your rotas and / or client call times to the Help at Home Manager
8. To report verbally to the Help at Home Manager on a regular basis.
9. To maintain confidentiality of all clients adhering to the Organisation Policy.
10. To **always wear your uniform when working** and **always carry your ID badge with you.**
11. To maintain agreed standard of work. Be mindful of Health and Safety for oneself and the customer. To work within Health and Safety at Work Act 1974.
12. To attend training sessions when required by the Organisation
13. To ensure that your vehicle is in good working order, has all the necessary legal requirements and to provide all relevant documentation to the Help at Home Manager on request
14. To provide the Help at Home Manager with details of their driving licence and give consent to Age UK Cheshire to perform a driving licence check.

15. To either hold a valid food hygiene certificate or be willing to complete a food hygiene course and refresh when necessary.
16. To adhere to the Organisation's sickness procedure.
17. To adhere to the Organisation's annual leave request procedure

This job description will be reviewed from time to time and may be updated depending on the changing needs of the service.

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