

# Age UK Bedfordshire

## HOME SUPPORT WORKER (Home Help) JOB DESCRIPTION

### Main Job Purpose:

To travel to client's homes to undertake a range of domestic tasks for people whom through age or disability cannot undertake the work themselves. You will work in a range of different client's homes. There is no personal care involved.

### Hours of Work:

To be mutually agreed. We ask that you give us a working pattern of hours and days you are available so that we can arrange with you which days and times you will work. The Service operates Monday to Friday 9.00am to 4.00pm. You choose the days and hours you prefer to work.

### Main Duties:

1. To carry out general domestic cleaning/housework in the homes of older people. To include vacuuming, polishing, cleaning kitchen and bathrooms, washing floors, laundry and ironing, making/changing bed linen.
2. To pay bills, collect pensions, prescriptions and shopping as and when required. This may entail taking the customer shopping with you.
3. Occasionally to heat a meal in the microwave or prepare a snack (e.g. sandwich)
4. To complete your timesheet and ensure this is sent in each week.
5. To treat all clients with respect and care.
6. To report to your Line Manger if you have any concerns regarding the well-being of the customer.
7. To work within the procedures that are set by Age UK Bedfordshire.
8. Additional opportunity within the role to carry out risk assessments.

### **PERSON SPECIFICATION – ESSENTIAL QUALITIES**

- Be competent in the day to day cleaning of a home to a high standard
- To possess a Disclosure and Barring Service Certificate (DBS). If you do not currently have a DBS we will deal with this on your behalf.
- To have a warm and caring personality and be honest and trustworthy
- Be able to handle money and keep basic records
- Be punctual and reliable with the ability to stay calm
- Use of car, valid driving license and have Business Class 1 insurance.

### **DESIRABLE QUALITIES**

- Enjoy the company of older people and have empathy with people of all backgrounds and experiences
- Experience of older people through work or personal interactions.

NB. This job description is part of your terms and conditions of employment and can be amended from time to time as the needs of the organisation require.

## **RISK ASSESSING**

Our Home Support Workers (HSW) are mainly employed to either carry out cleaning within a client's home or Gardening depending upon the role you initially applied for. However, there are other, albeit less frequent, opportunities to help provide a standard of service to older people. Risk Assessing is another such opportunity.

### **What is Risk Assessing?**

As the name suggests, it is assessing the potential risk a client's home may pose to our employees. Common risks could be that a client is a smoker or they have a slip mats that could be classed as a trip hazard, or perhaps they own a pet. If you are a gardener potential risks could be lack of satisfactory power points available to use electric power tools such as mowers or hedge cutters, or glazing close to where a gardener may be using a mower.

### **What is entailed in carrying out a Risk Assessment?**

Applicants we feel would have the necessary potential to take on Risk Assessments as part of their HSW role will be provided with full training and that would be covered in more detail at the General Induction. The key to becoming a risk assessor is an eye for detail, a genuine care for colleagues and client safety and being able to explain clearly in writing any potential risks identified.

### **Is this a mandatory paid role?**

No, not at all. It is simply a role that exists within the overall package of being a HSW. Some people like the variety of home help, carers respite and risk assessment, whilst others are perfectly happy to concentrate on being a Gardener or Home Help. Two extremely important roles that add significantly to the happiness of our clients.

**If this additional role does interest you, please mention it when we chat to you, after receiving your returned application.**