

<b>Job Title</b>	<b>Help at Home Manager</b>	
<b>Salary:</b>	£16.50 per hour £23,166 actual per year £31,102.50 full time equivalent	
<b>Hours:</b>	27 to be worked over 5 days	
<b>Location:</b>	Remote (home) working + travel across Cheshire	
<b>Accountable to:</b>	Head of Services	
<b>Role summary</b>	<p>Age UK Cheshire works with older people to support them in living their best life...</p> <ul style="list-style-type: none"> <li>• <b>relieving loneliness</b>, so that older people feel connected,</li> <li>• <b>combatting poverty</b>, so that older people have enough to live on, and</li> <li>• <b>increasing independence</b>, so that older people can live the lives they want to lead.</li> </ul> <p>The Home Help Manager will lead a vital charged-for service that provides essential home support, empowering older people to live independently and safely in their homes.</p> <p>The role is responsible for managing a dispersed team of Home Helps, conducting client assessments in their homes, and ensuring high-quality, person-centred service delivery. Liaison with the Information &amp; Advice Triage Officer who supports the Help at Home team.</p> <p>Safeguarding is a core part of the role, ensuring that clients receive support in a safe and compliant manner.</p> <p>The manager will also be responsible for ensuring that the service is financially sustainable and operationally efficient, reporting regularly to the Head of Services.</p>	
<b>JOB DESCRIPTION</b>		
<b>Strategic leadership</b>	1	Lead and develop the Help at Home service, ensuring alignment with strategic goals.
	2	Collaborate on service growth and operational improvements with the Head of Services.
	3	Set and monitor service targets and Key Performance Indicators (KPIs) to achieve organisational objectives.
<b>Service management and safeguarding</b>	4	Manage staff recruitment, training, and supervision, ensuring safeguarding compliance.
	5	Conduct client home assessments and reviews and develop personalised plans.
	6	Oversee service delivery, ensuring consistent support to the Home Helps and providing high standards and regular quality checks, with a focus on client safety and satisfaction.
<b>People management</b>	7	Lead and support the Home Help team, managing performance, supervision, and training.
	8	Develop work schedules and ensure appropriate staffing to meet client and staff needs, including liaison on consistent support with the Information & Advice Triage Officer.
	9	Foster a high-performance, client-focused team culture.
<b>Service delivery and innovation</b>	10	Use performance metrics and client feedback to monitor service effectiveness and drive continuous improvement.

	11	Identify opportunities for service growth and innovation to meet changing client needs.
	12	Promote co-production in service development, ensuring client involvement in shaping service offerings.
	<b>General</b>	
	14	Uphold the organisation's core values and act as an ambassador for Age UK Cheshire, demonstrating respect, empathy, and professionalism in all interactions.
	15	Take personal responsibility for health, safety, and wellbeing, ensuring compliance with organisational policies and health and safety regulations.
	16	Promote diversity and inclusion, fostering an environment where individual differences are valued and equality of opportunity is upheld.
	17	Foster collaboration, communicate openly with colleagues, and contribute to continuous improvement initiatives to enhance service delivery and organisational effectiveness.
	18	Take responsibility for personal development, adhere to organisational policies and legal requirements, ensure safeguarding, confidentiality, and data protection standards are met, and undertake any other duties as required to support the organisation's goals.
<b>PERSON SPECIFICATION</b>		
<b>Essential</b>	a	Proven experience managing community-based or charged-for services.
	b	Demonstrable experience in safeguarding, with a strong understanding of relevant policies.
	c	Ability to conduct client assessments and develop plans.
	d	Experience managing dispersed teams and remote workers.
	e	Excellent verbal and written communication skills.
	f	Strong interpersonal skills, able to relate to people at all levels.
	g	Experience in performance management, staff supervision, and recruitment.
	h	Ability to manage competing priorities and work under pressure.
	i	Good IT skills, including experience with CRM systems and databases.
	j	Strong organisational and problem-solving skills.
	k	Ability to work independently and demonstrate initiative.
	l	Experience of developing work schedules and allocating tasks.
<b>Desirable</b>	a	Proven experience managing Help at Home services.
<b>GENERAL:</b>	*	Have use of a car, full driving licence, and ability to travel across Cheshire in the course of the role.
<b>ADDITIONAL INFORMATION</b>		
<b>HOURS:</b>	The contracted hours for this role are 27 hours per week, typically worked Monday to Friday between 9am and 5pm.	

	<p>However, both the specific working days and the daily hours within this timeframe can be discussed and agreed upon, based on operational needs</p> <p>Out-of-office hours activities may be an aspect of this role.</p>
<b>CONTRACT:</b>	All new staff are subject to a six-month probationary period. 4 weeks' notice is required to terminate employment by either side i.e. the employee or Age UK Cheshire. During the probationary period, one week's notice is required by either side.
<b>HOLIDAY ENTITLEMENT:</b>	From the 1st January to 31st December the basic annual entitlement for full time employees is 25 days, plus an entitlement to Public Bank Holidays and a discretionary entitlement to 1 extra day awarded by the Trustees. Part time staff will have their entitlement pro-rated according to the number of hours they are contracted to work.
<b>CRIMINAL DISCLOSURE:</b>	The post holder will be subject to police checking by the Disclosure and Barring Service (was CRB) Enhanced Disclosure.
<b>PENSION:</b>	Age UK Cheshire has an automatic enrolment workplace pension scheme in place for eligible employees.
<b>HEALTH CARE:</b>	Age UK Cheshire offers a Health Care Cash Plan and staff are entitled to receive healthcare benefits.

*Age UK Cheshire is a Mindful Employer and positive actions will be taken to ensure that people will not be excluded from working for the organisation because of their age, race, ethnicity, faith, marital status, sexual orientation, gender, physical or mental health.*

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