

JOB DESCRIPTION

JOB TITLE:	Help at Home Assistant
DEPARTMENT:	Home Support Worcestershire
RESPONSIBLE TO:	Home Support Team leader
LOCATION:	Community Based
HOURS:	Casual (see note below)
SALARY:	£11.44 per hour

JOB PURPOSE AND ROLE:

The Help at Home service aims to support older people by providing assistance with tasks they may have difficulty doing themselves and thus enabling them to stay in their own home, maintain their independence and improve their wellbeing. This chargeable service offers our clients help with a variety of tasks, the most common task that is required and expected of the role is cleaning as well as other tasks such as:

- Shopping
- General housework
- Cleaning including bathrooms & Kitchens
- Sorting and tidying
- Laundry and ironing
- Helping to change beds
- Companionship
- Taking clients to appointments or social events
- Preparing light meals
- Writing and reading letters
- Reading books, newspapers
- Having a cup of tea and a chat

(Please note our Help at Home Assistant are not required to provide any personal care)

* An Enhanced DBS Check will be required

* The role requires travel throughout the operation area and, therefore, a full driving licence and access to a vehicle for work purposes with appropriate business insurance is a requirement.

*Access to a smart phone with a data allowance which is capable of installing the Callround app.

PRINCIPLE RESPONSIBILITIES AND DUTIES:

- To provide flexible support to clients in their home
- To complete or assist with tasks as requested by the client in the allocated time
- To adhere to policies and procedures as detailed in the Help at Home Handbook
- To handle client monies in line with procedures
- To maintain the trust and confidence of the client within the Help at Home ethos of caring and safeguarding the client
- To alert the Help at Home Team Leaders of any safeguarding issues in line with our Safeguarding Adults and Children policy and procedure
- ~~TO~~To report any concerns or complaints raised by clients and carers in line with the Feedback policy and procedure
- To maintain client confidentiality and abide by our GDPR policy and procedures.
- To use the Call round App to log all visits to clients
- To work to a set schedule put in place by Team Leaders
- To advise Team leaders immediately of any changes to your set schedule
- To attend a minimum of two full days training per year
- To complete other role related training courses both online and face to face as required
- To carry out any reasonable requests from Age UK H&W

The responsibilities and duties list above are not intended to be exhaustive, and it is likely that duties may be altered from time to time in the light of changing circumstances, in discussion with the post holder. This job description is intended to provide a broad outline of the main responsibilities only. The post holder will need to be flexible in developing the role with initial and on-going discussions with the designated manager.

GENERAL:

- To undertake other such responsibilities and duties as may be required by your line manager within the level and grading of the post, working flexibly as required.
- To work collaboratively with others in achieving the aims and objectives of Age UK Herefordshire & Worcestershire set out in the Organisational Strategic Plan.
- To positively promote and publicise the work of Age UK H&W.
- To work within the policies Procedures and quality frameworks adopted by Age UK Herefordshire and Worcestershire with particular attention to equal opportunities, data protection/confidentiality, safeguarding and health and safety requirements.
- To work in accordance with GDPR, Safeguarding, best practice and quality frameworks.

- To take responsibility for own personal development and learning, undertaking training as required.
- To participate in relevant audits and continuous improvement programmes, to ensure service delivery is maintained in line with internal and external standards.
- To participate in the supervision and appraisal systems adopted by the Organisation.
- To undertake relevant training as required by the organisation and agreed with your line manager.

VALUES:

All post holders are expected to know, understand and act within the ethics and values of the Charity.

- We are friendly
- We work together
- We make a difference
- We are always learning
- We are flexible

Person Specification

The following criteria will be assessed from information provided on your application documents, during the shortlisting and assessment process.

Criteria	Essential	Desirable
Experience	<ul style="list-style-type: none"> • Understanding and experience of domestic duties 	<ul style="list-style-type: none"> • Working with older people and understanding their needs
Skills and Abilities	<ul style="list-style-type: none"> • Friendly and personable manner. • Patient manner and empathy with older people. • Work on own initiative with minimal supervision. • Proactive and flexible approach to work. • Organised and able to prioritise workload. Deliver high operational standards. • Ability to listen with a person-centred approach. 	

	<ul style="list-style-type: none"> • To build trust and empathy with the client • Basic knowledge of IT and have access to internet and device capable of installing the Callround App. • Ability to communicate via email 	
<p>Other Requirements</p>	<ul style="list-style-type: none"> • Presentable appearance. • A mobile phone with the ability to download Apps • Genuine desire to work with older people and help them improve or maintain their wellbeing and independence. • Command of English both written and verbal • Access to own transport with a full driving licence, business car insurance, MOT & tax. • An Enhanced DBS (Disclosure and Barring Service) check will be required 	

Signed: _____ Date: _____