

Support At Home Worker

Support At Home Service

About Age UK Lancashire

Age UK Lancashire proudly delivers services to over 12,000 older people across Lancashire each year, enabling them to maintain their independence and to enjoy choice and control over their lives.

The Service

Supporting approximately 700 customers a year with over 40,000 hours of practical and emotional support, the Support At Home service offers tailored assistance for older people across Lancashire who may need a helping hand with daily tasks.

The job, in a nutshell

In the customers own home, the Support At Home Worker delivers a range of services including cleaning, laundry, shopping (or assisted shopping) companionship, respite and wellbeing visits.

The Support at Home Worker is empathetic, professional, customer focused and understands the needs of older people.

The service does not provide personal care.

What you'll do for us / The Job

Working with customers

Deliver a high quality, punctual, reliable and professional service to our customers in their own homes

Undertaking a range of tasks as required by the customer to include:

- Day to day household cleaning including hoovering, dusting, laundry, changing bed linen etc
- Shopping, on behalf of, or assisting the customer
- Companionship including walks and social activities, respite for carers, and signposting support

Establish and maintain positive and professional relationships with customers, their families, and carers, ensuring all communication is clear and professional.



Annual leave: Equivalent of 25 days rising to 30 with length of service + bank holidays (pro-rata for part time employees)

Driving: To be successful you will require a full driving licence.

DBS: This role requires you to have an enhanced DBS check, and associated costs will be met by the employee.

Our Values

We innovate

We care

We go above & beyond

We take responsibility

We are proud to work here

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What you'll do for us / The Job continued

To maximise the reach of the Support at Home service, you will work with the Coordinator to develop and grow your local customer base.

Support the team by providing holiday cover when available

You may be required to handle cash for customers shopping in line with Age UK Lancashire's Support At Home Service procedures.

Working safely

As this is a lone working role, you will be in regular contact with your Support At Home Coordinator and should raise any issues in a timely fashion.

Working in people's homes is a trusted position, you must ensure confidentiality, dignity and professional boundaries, are maintained at all times.

Ensure all work is undertaken in line with the Service Standard, Safeguarding, health and safety guidance.

Complete any required training within agreed timescales.

Administration & Communication

You will be responsible for management of your own diary, ensure accurate customer records are maintained in line with GDPR guidelines, submit weekly timesheets, and complete other administration as requested by your Coordinator, meeting deadlines as required.

You will participate have regular contact with your Coordinator, attend team meetings when required and provide feedback through colleague surveys



*"I think the work
we do and
support we give
is fantastic, we
really do make a
difference to
people lives"*

- Support at
Home Worker,
Annual Colleague
Survey

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Key Relationships

- ✓ Service Coordinators
- ✓ Team of Support at Home Workers
- ✓ Clients and families
- ✓ Local organisations

Must have

- ✓ A caring and empathetic attitude with a focus on helping people
- ✓ Ability to lone work / use own initiative
- ✓ Ability to maintain professional boundaries
- ✓ Excellent communication skills
- ✓ Organisational skills
- ✓ Digital skills – including the use of a smart phone, emails
- ✓ Able to undertake general physical activity in people's homes (often over 2 floors) for example; hoovering, changing bedding and carrying shopping.
- ✓ Valid driving licence and use of a car for business purposes

Great to have

- ✓ Experience of working in a care setting, domestic cleaning or supporting customers in their own homes
- ✓ Experience of, or awareness of, the issues affecting older people and carers
- ✓ Understanding of Safeguarding and Health & Safety
- ✓ Promoting independence – identifying needs, signposting, sharing information.

Other information

- This role description is not intended to be exhaustive in every respect, but rather to clearly define the fundamental purpose, responsibilities and deliverables for the role.
- In addition to the contents of this role description, employees are expected to undertake any and all other reasonable and related tasks allocated by line management.

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