



Job pack

Support Worker



Job Summary- Support Worker for At Home

The At Home Service -Helping with the little things that make a big difference.

Age UK Merton supports the older people of Merton to enjoy later life with regular activities, information and advice and befriending.

Our At Home service is part of the many services we deliver at Age UK Merton. At Home is a paid for service for anyone who is aged 50 years and older who is looking for help and support at home with everyday tasks.

We are more than a service to those who use At Home. At Home means our older people remain connected to the community and reduce isolation. Having a regular named Support Worker, our older people build a social connection and companionship with their Support Worker.

Some people may have support once or twice a week or fortnightly, whatever the frequency the role of Support Worker is an important part of what we do at Age UK Merton.

Our Support Workers are vital to us and our community, supporting our older people with everyday tasks; from organising and putting away shopping, preparing light meals and housework, to escorting to appointments and providing respite for carers.

We do not offer any personal care.

About the role

At Home has a team of Support Workers who support over 100 people a month. The Support Worker role is a flexible role, and all Support Workers are contracted on a casual employee contract.

We offer a flexible work pattern during the hours of the service delivery of 9am- 4pm Monday to Friday and we welcome applicants from those who are looking for working hours to fit around other responsibilities. We require a minimum of 12 hours per week for this role, hours can be increased dependent on availability and needs of the service.

Everyone who supports older people through Age UK Merton demonstrate our values of Quality, Integrity, Kindness, Inclusivity and Collaboration.

About you

You are patient, compassionate and friendly, you are flexible and have a can-do attitude and can use your initiative to problem solve on the job. You have good communication skills both spoken and written and can keep up to date accurate records.

Experience of working in health, care or supporting older people would be desirable but not essential. We are looking for people who will carry our values, through their work and into the homes of the older people we support and have a natural ability to build a connection with those being supported.

As a Support Worker you will work with regular clients and get to know their preferences and needs and you will be able to be flexible and adaptable whilst mindful of your role as a professional in their home to secure safe and respectful boundaries.

Job Description

We are an equal opportunities employer, aspiring to reflect the communities that we serve, and we welcome applications from people of all backgrounds and experiences. We value diversity and believe our differences enrich the services we provide to local older adults. They also help us as colleagues by encouraging us to challenge ourselves, learn, innovate, and adapt.

Job title: Support Worker.

Salary: £13.85 per hour including holiday allowance.

Contract: Contract for the Engagement of Casual Employees.

Hours: Flexible part time/ full time working, a minimum of 12 hours per week.

Location: Delivering support across the borough of Merton, with occasional office or community-based training at our office in Mitcham.

Responsible to: At Home Service Manager.

Summary of duties;

- Shopping with or on behalf of your client at their preferred shop
- Putting away of groceries in the home
- Washing up, cleaning and dusting surfaces in the home and light cleaning
- Vacuuming, sweeping and mopping
- Laundry and ironing
- Bed making
- Collection of prescriptions, post, or parcels
- Preparation of light meals, soup and sandwiches
- Accompaniment to activities or appointments outside of the home
- Keeping accurate and up to date records after each visit to a client's home.
- Updating the At Home team with any changes to circumstances or concerns highlighted during a visit.
- Attend team meetings in Mitcham every 3 months.

Person specification

	Essential/Desirable Criteria
Excellent listening skills, ability to empathise with older people and use tact and sensitivity when dealing with vulnerable clients.	Essential
Experience of lone working in a professional capacity within a private home environment.	Essential

Experience of domestic tasks and able to cope with potentially physically demanding domestic work e.g. vacuum cleaning, mopping for example.	Essential
Ability to communicate effectively with a wide range of people, in writing and online.	Essential
Experience of working with vulnerable people and their families and carers.	Essential
Able to problem solve and overcome challenges while maintaining professional boundaries.	Essential
High level of personal integrity and excellent people skills.	Essential
Experience of using communication tools such as WhatsApp, Email and Teams Forms.	Essential
Other requirements	
Knowledge of health and safety and safeguarding issues as it applies to the role.	Essential
Work in line with Age UK Merton Policies and Procedures particularly data protection, confidentiality.	Essential
Ensure that Age UK Merton's Equal Opportunities policies, principles and practices are observed and implemented throughout service delivery.	Essential
Act as a representative of the values, beliefs and principles of AUKM always.	Essential
Current enhanced DBS check required.	Essential
Car owner, driver.	Desirable
Applicants must have the right to work in the UK as we are unable to provide sponsorship or assistance.	Essential
Attend staff meetings and 1-1 meetings as required.	Essential

How to apply

Apply by using the online form on our [website](#).

Please inform us of any reasonable adjustments we can make to support you through our recruitment process including applying via another method if you are unable to complete the online application form.

If you have any further queries please contact the At Home team via email athome@ageukmerton.org.uk or call 0208 648 5792.

Interviews will take place on a rolling basis in person in our offices in Mitcham. If you have not heard from us within two weeks of submitting an application, you can assume that you have not been shortlisted.

General information about Age UK Merton

Age UK Merton is an independent charity operating within the national Age UK network to provide services for older adults in the London Borough of Merton. Our role is to ensure that older adults can easily access the support, services and care they need as they get older.

Our priorities

We are passionate about making a difference to the lives of older people in Merton. Our Strategic Plan outlines our three key priorities to improve health and wellbeing by:

1. Providing high quality advice and practical support
2. Building social connection
3. Creating opportunities for lifelong active ageing

Our vision

Supporting our community with opportunities to love later life

Our mission

To provide quality advice and services that meet the needs of older adults in Merton

Our values

We want to be known for:

Inclusivity – A safe, inclusive place to be for all clients, volunteers and staff

Collaboration – Working with partners across sectors to get the best outcomes for Merton's older adults

Integrity – Robust privacy and confidentiality procedures - trusted staff and volunteers

Kindness – A supportive, empathic place to work, volunteer or receive support

Quality – Providing accredited, person-centred services, respected throughout the borough

<https://www.ageuk.org.uk/merton/>