
J O B D E S C R I P T I O N

HELP AT HOME COMMUNITY SUPPORT ASSISTANT

1. SUMMARY

The Charity's Help at Home Service plays a key part in meeting the aim of supporting quality of life through the promotion of choice, opportunity and independence. Responsible for supporting older people in their own homes, the Help at Home Community Support Assistant provides regular support in a way that meets the needs of the individual in their own home.

Tasks can be varied, but you will get to know your clients and know where you will be at any time of the week, with fixed rotas and no weekend work.

2. DUTIES

- (a) To undertake a range of domestic tasks, including cleaning, shopping, escorted shopping trips or appointments, assisting with correspondence, sitting service for Clients of the Help at Home Community Support Service as instructed by the Department Manager and as per work schedule.
- (b) To concentrate on tasks agreed by the Help at Home Community Support Manager and the Client, using the appropriate domestic appliances and equipment available – e.g. sweeping, dusting, washing dishes, vacuuming, polishing and cleaning floors, bathrooms, kitchen, laundry etc.
- (c) To complete all Age UK Plymouth documentation according to procedure and, with the full knowledge and agreement of the Client. This will be completed on Charity Log the Charity's chosen CRM.
- (d) To report any situation that gives cause for concern immediately to Line Manager.
- (e) To seek advice from Line Manager if the client requires any changes to agreed work schedule.
- (f) To promote equal opportunities for all individuals.
- (g) To maintain confidentiality of information in line with the Charity's policies and procedures.
- (h) To take part in staff meetings, supervisions and appraisals as required by Help at Home Community Support Coordination Officer.
- (i) Willingness to get a Covid-19 Vaccination.

3. GENERAL

- a) To assist with Age UK Plymouth functions held at all centres, as required.
- b) To comply with the Charity's Health and Safety policies and other relevant policies and procedures as contained in the Employees Handbook and as appropriate to the post.

- c) To assist and take part in the Charity's profile raising and charitable events.
- d) To undertake any training considered appropriate to the post.
- e) To undertake such other duties as are reasonably appropriate to the post.

4. UNDERTAKING

I understand and accept my responsibilities, as outlined, for the post of Help at Home Community Support Assistant for Age UK Plymouth.

I accept the conditions of service.

Signed _____

Date _____

Name _____

(please print)