

Help At Home Service – Home Support Worker

Location:	Staffordshire
Grade:	£11.44 per hour
Hours:	Variable
Holidays:	Please see general terms and conditions
Job Ref:	N/A
Responsible To:	Help at Home Co-ordinator
Responsible For:	Providing practical support to older people aged 50+
Job Purpose:	To undertake a range of practical tasks for older people in their own homes in accordance with their individual support plan.
Equal Opportunities	Age UK Staffordshire is committed to achieving equality of opportunity in both services to the community and employment of people and expects all employees to understand and promote this policy in their work.

Main Duties & Responsibilities:

1. Complete domestic tasks such as general housework and other practical tasks including, vacuuming, dusting, cleaning floors, cleaning work surfaces, paintwork and bathrooms, spring cleaning (including cupboards, defrosting and cleaning fridges and freezers), internal cleaning of windows (where it is safe to do so), laundry and ironing, changing beds. **Please note this list is not exhaustive.**
2. To escort the client to the shops (Assisted Shopping Service).
3. To shop for the client; collect shopping lists and money, issue receipts for money, complete shopping. Return to service user's home, issue change and receipt, ensuring that the service user signs the receipt for client files. Assist service user to put the shopping away.
4. To escort the client to access social activities within their community.

5. To escort the client to medical appointments such as GP etc.
6. To sit with a client in their own home (Companionship Service).
7. To report to Line Manager any concerns regarding the wellbeing of the client.
8. Maintain weekly timesheets, one for yourself – one for the client.
9. To submit timesheets/client monies (where applicable) on a weekly basis.
10. To participate in personal supervision, appraisal and performance development including attendance at team meetings.
11. Participate in the organisation's appraisal and supervision process and be willing to undertake training required for the role.
12. To assist with the promotion of the service.
13. Adhere to all the organisations policies and procedures.
14. To dress appropriately for the role. All employees to wear Age UK Staffordshire uniform and name badge.
15. Under the Health & Safety at Work Act 1974 and associated guidance it is the duty of all staff while at work to take adequate care for the health and safety of themselves and other persons who may be affected by their actions or omissions.
16. The organisation is committed to Safeguarding Vulnerable People (of all ages) and expects all employees to adhere to the organisations' policies and procedures and child safeguarding policies and procedures.
17. Ensure the implementation and promotion of equal opportunities in service delivery across the organisation.
18. This job description reflects the requirements of the post at the time of writing. The needs and circumstances may change over time. The job description may need to be reviewed in the light of internal or external changes that may occur.
19. Undertake any other duties compatible with the post and as directed by the Line Manager.

PERSON SPECIFICATION		Required	Desirable	
Help At Home Service – Home Support Worker				
SKILLS AND ABILITIES				
Understanding of issues concerning older people, particularly in relation to health and community care needs.			✓	
Strong interpersonal and communication skills with the ability to relate to and liaise with people, from a wide range of cultures and backgrounds.		✓		
Work as part of a team and be able to use own initiative (dealing with emergencies as necessary).		✓		
Good listening skills. Able to follow and understand instructions.		✓		
Have organisational skills, the ability to prioritise workload and respond to challenges, in a safe manner.		✓		
Adhere to the policies and procedures of the organisation.		✓		
Understands the importance of not exceeding personal boundaries and confidentiality when liaising with clients and their families/carers.		✓		
QUALIFICATIONS AND EXPERIENCE				
Experience of providing practical/caring support to older people age 50+ or other client group.			✓	
Experience of working with people with a disability.			✓	
Experience of working with people with dementia.			✓	
PERSONAL QUALITIES				
An interest in working with older people.		✓		

Strong commitment to enabling people to remain independent and achieve a good quality of life.		✓		
OTHER SPECIFIC REQUIREMENTS				
Full, current driving licence and own transport.		✓		
This position is subject to an enhanced DBS check		✓		