

## Job Description & Person Specification

<b>Job Title:</b>	At Home Assistant (Self-Employed)
<b>Hours of Work:</b>	Full Time/Part Time
<b>Reporting to:</b>	At Home Co-ordinator
<b>Location:</b>	Herefordshire, Worcestershire & Malvern Hills

### Overview

Our 'At Home' services support older people to maintain their independence and overall wellbeing. Our compassionate team assists with a wide range of support, including housework, accompanying to appointments and other associated tasks to ensure that our clients can live comfortably in their own homes. Our At Home assistants are also trained to provide emotional support and companionship for people who might be feeling isolated or lonely. We encourage meaningful conversations, shared activities and recreational outings, fostering a sense of connection and belonging. The role is wide-ranging and no two days will look the same. Our service delivers support that helps to meet the varying needs of older people so flexibility is essential. The list of potential duties includes:

- Shopping
- General housework including
- Cleaning including fridges, freezers and ovens
- Sorting and tidying
- Laundry and ironing
- Helping to change beds
- Companionship
- Light gardening
- 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 there is no personal care required)**

## Main Duties and Responsibilities

- To provide flexible support to clients in their own homes
- 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 At Home Handbook
- To handle client monies in line with procedures
- To maintain the trust and confidence of the client within the At Home ethos of caring and safeguarding the client
- To alert the At Home Co-ordinator of any safeguarding issues
- To be aware of and follow the guidelines set out in the Age UK Worcester, Malvern & Hereford Localities Vulnerable Adults Policy
- To report all compliments/complaints to the At Home Co-ordinator
- To follow confidentiality and GDPR outlined in policies and procedures
- To ensure timesheets are completed in an accurate and timely manner, informing the office of any missed visits or cancellations
- To attend training courses, staff and team meetings
- To be aware of and promote where appropriate the other services offered by Age UK Worcester, Malvern & Herefordshire
- To actively support and promote Age UK Worcester, Malvern & Herefordshire vision which is “Making Worcestershire, Malvern and Herefordshire a great place to grow older.”
- To carry out any reasonable requests from Age UK Worcestershire, Malvern & Herefordshire related to your role

This job description is 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 role profile 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.

## Person Specification

### Essential

- Understanding and experience of domestic duties
- Working with older people and understanding their needs and wants
- Genuine desire to work with older people and help them improve or maintain their wellbeing and independence
- 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
- To build trust and empathy with the customer
- Basic knowledge of IT and have access to internet and device
- Presentable appearance
- 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

### Desirable

- Knowledge and an understanding of the voluntary sector