

Job Pack



Safe At Home Officer

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About the employer: Age UK Sutton

Age UK Sutton (AUKS) is an independent, local charity with a turnover of around £1.3m. The charity is a brand partner of Age UK, and as such benefits from membership of a network of similar small and medium sized independent charities across the UK, whilst being able to maintain a focus on local issues in the London Borough of Sutton.

The charity delivers a mixture of 'on demand' services, commissioned services, social and community activities, and is increasingly involved in local influencing and strategy. Age UK Sutton is the lead partner for the older people's strand of the Sutton Plan, the local plan to develop services and improve life for all residents in Sutton. The charity works extensively in partnership with a wide range of other local charities, community groups, and statutory bodies including the NHS and the Council.

We are a small charity with just around 30 staff, some part-time, and a cohort of over 50 further workers delivering variable hours in our 'Help at Home' support services. The charity also has a cohort of 70 volunteers.

Age UK Sutton enjoys an open and participative working environment. We work to our core values of being supportive, professional and person centred. These are reflected in the way we work with older people, with each other and with our partners. A key element of all roles is to develop and maintain the organisation's working ethos and culture.

Age UK Sutton strives to provide a supportive working environment for all staff and volunteers in order that they can develop personally and professionally and acquire new skills. We are a flexible employer and pride ourselves on being a family and carer friendly workplace.

How to apply

Please email us at workforus@ageuksutton.org.uk to apply, submitting a CV and supporting statement. We expect candidates to address the experience, skills and knowledge sections of the person specification within their statement. We recognise that the person specification for this role is quite extensive, we do not expect candidates to tick every point and would encourage you to apply even if you don't. If you have any questions about the role or your suitability, we would recommend you contact us as set out below.

Your covering letter should relate to the person specification for the role in order to give you the best opportunity to provide clear examples of your experience that demonstrate your skills and knowledge.

Candidates are warmly invited to arrange an informal discussion with the recruiting manager, before submitting their application, which can be arranged by contacting Michelle Blagrove michelle.blagrove@ageuksutton.org.uk or call 020 8078 0002 to leave a message for a call back.

Please note that CVs not accompanied by the application form will not be considered.

Closing date for applications: Midnight Wednesday 3rd September

Interview date: Tuesday 9th September or Thursday 11th September

If you cannot attend this interview date, please let us know when you submit your application. If we invite you to interview, we will always do our best to find a suitable alternative date.

The Role: Safe At Home Officer

Monday to Friday: 30 - 37.5 hours per week

This is a one-year fixed term contract with an ambition for extension.

Responsible to: Community Services Director

Salary: £27,000 FT (Pro rata for any reduction of hours)

The Service

London Borough of Sutton and Age UK Sutton have created a service that will help residents stay safe, healthy and independent for as long as possible.

Sutton has over 32,000 residents aged 65+, More than 3,200 experience chronic loneliness, 30% live alone. Loneliness and unsafe homes can lead to poor health, more GP visits and earlier reliance on care services.

Our vision that *every adult in Sutton should feel secure in their home, connected to their community and able to live life to the fullest.*

This new service delivers some of the core themes from Sutton's Prevention Strategy 2025–28.

Safe at Home

Helping people feel secure where they live is the foundation for independence.

The provider will visit residents in their homes to carry out a free Home Safety Assessment and recommend practical changes to prevent accidents, reduce falls, and make daily life easier.

This could mean adding grab rails, key safes or better lighting — small changes that make a big difference.

The provider local handyperson team will carry out minor adaptations, with costs covered in full or in part for those eligible through the Disabled Facilities Grant. People who don't meet the funding criteria can still access the service at a fair cost.

By preventing crises, we also reduce pressure on carers, the NHS and social care services.

A service reaching the most vulnerable residents before they have a crisis – aiming to put in place practical measures to reduce the likelihood of a crisis and reduce carer stress whilst

improving health and wellbeing standards for the most vulnerable residents in Sutton.

Using the criteria outlined within the Disability Fund Grant (DFG) **Safe at Home** would be communicated widely to support those who meet the criteria for support alongside the wider public and professionals to refer into the service, where people would be asked to contribute towards costs of any handy-person type services. We would work with a small team of local handymen who would be fully checked and will be able to address small home adaptations to make the home safer for vulnerable residents.

Age UK Sutton have an extensive reach to older people who may not yet have needed to utilise statutory services or social care, but with an offer for Age UK Sutton to visit these people at home to **carry out a free Home Safety Assessment**, we could identify at an earlier stage improvements that could be made and would reduce the impact of urgent or emergency situations.

Purpose of the Role

To deliver the Safe at Home service by carrying out Home Safety Assessments, recommending and arranging minor adaptations, and supporting residents to access wider prevention and wellbeing services. The role ensures residents feel safer and more confident at home, while also identifying and addressing wider health, social, and financial needs.

Key Responsibilities

1. Home Safety Assessments

- Promote the service throughout the Borough with stakeholders and the public
- Triage and coordination of inbound referrals to the service
- Independent diary management of Home Visits and compliance/risk assessments
- Carry out free Home Safety Assessments in residents' homes within agreed timescales
- Identify risks (e.g., trip hazards, poor lighting, lack of handrails) and recommend solutions.
- Provide advice through guided conversation and goal setting "What Matters to Me" on safety, security, and home adaptations.
- Make referrals for major adaptations to LBS Occupational Therapy teams.

2. Minor Adaptations & Handyperson Support

- Arrange for handypersons to carry out minor adaptations, such as:
 - Grab rails, key safes, banister rails
 - Small fittings (curtain rails, shelves, door chains, spyholes)
 - Basic repairs (changing lightbulbs, toilet seats, assembling furniture)

- Ensure costs are managed according to eligibility (Disabled Facilities Grant, Housing Support Fund, self-pay).

3. Holistic Support & Referrals

- Identify wider needs (social, financial, emotional, or health).
- Refer residents to relevant services, such as:
 - Adult Social Care, OT, or Falls Prevention team
 - Community health services
 - Fire safety checks (London Fire Brigade)
 - Social prescribing and local voluntary groups
 - Age UK Sutton's Information & Advice team (for benefits, financial support)
- Encourage engagement in physical activity and social contact opportunities.

4. Partnership Working

- Work collaboratively with local partners including:
 - London Borough of Sutton social care teams
 - Primary and community health teams
 - Social prescribing services
 - Voluntary and community sector organisations
- Develop strong referral pathways and share best practice.

5. Monitoring & Reporting

- Operating a Case Management system with recording of quantitative and qualitative data
- Maintain accurate records of assessments, adaptations, and referrals.
- Monitor outcomes and contribute to evaluation of service impact.
- Provide feedback to inform service improvement.

Person Specification

Essential Skills & Experience

- Experience of working with vulnerable adults, particularly older people or those with disabilities.
- Ability to carry out home safety checks and assess risks in domestic settings.
- Good understanding of minor home adaptations and handyperson tasks.
- Knowledge of safeguarding, health & safety, and data protection.
- Strong interpersonal and communication skills, with ability to build trust.
- Ability to work independently, manage workload, and respond to referrals promptly.
- Commitment to person-centred support, promoting independence and dignity.

- Ability to make referrals and work in partnership with statutory and voluntary agencies.
- IT skills for record-keeping and reporting.

Desirable

- Knowledge of Home Safety/Falls prevention
- Familiarity with Sutton’s Prevention Framework and local support services.
- Experience in health, social care, housing, or community support roles.
- Practical knowledge of what is required when fitting minor adaptations (grab rails, key safes, etc.).
- Understanding of falls prevention and strategies to reduce risks at home.

Key Outcomes of the Role

- Residents feel safer and more confident in their homes.
- Reduction in falls, accidents, and preventable health decline.
- Increased independence and wellbeing for vulnerable adults.
- Improved access to community activities, support services, and financial wellbeing.
- Contribution to reducing pressure on adult social care by preventing, reducing, or delaying need.

Main duties and responsibilities (role profile)

Service Delivery:

This role is responsible for the effective delivery of Age UK Sutton’s new pilot Prevention service – Safe At Home. To provide information and advice, along with holistic, one to one support in order to provide support around the client’s frailty needs in the home to prevent crisis/need for preventable social care needs/hospital admission.

The Safe At Home will deliver the service within the parameters of delivery for intended outcomes:

- Identify wider non clinical needs of the frail/vulnerable person
- Support with coordination/liaison with health and social care colleagues, along with support to access Information for onward signposting around health and care options
- Home visits and phone calls providing an opportunity to discuss concerns and answer questions.
- Provide emotional support, build confidence and skills, as well as improving knowledge in order for the client to manage their frailty sustainably

- Signposting and referral to other services, and support to ensure access to services and breaking barriers to access
- Outreach into those areas that are disadvantaged in the borough to identify and support those living with frailty who are struggling to access support,

The Care Act provides a legal framework around supporting residents to understand their rights to access support and home adaptations, for example around their entitlements to continuing healthcare, applying for disability benefits, Attendance Allowance or Personal Independence Payment, funding their care on discharge, and financial eligibility for a move to a care homes, as well as understanding and dealing with issues around Safeguarding. Identification of these needs and suitable onward referral to internal and external services will be essential for the safeguarding of all clients within the service.

Other Activities:

- Attend staff meetings, supervision and development meetings
- Proactively support service delivery across the organisation
- Participate at Age UK Sutton events (some occasional evening and weekend commitment may be required)
- Demonstrate excellent time management and prioritisation
- Participate in training/education that is relevant to the post
- Work with Age UK Sutton policies on Equity, Health & Safety, Confidentiality Data Protection, and others
- Undertake other general duties as may be deemed necessary by Age UK Sutton

Person Specification

Dimension:	Skills/experience
Service Delivery	Understanding of the complex issues and needs affecting older people and their carers within the home setting.
	Experience of working with people in health and care in the community or show an understanding of community services available to older people living independently in the community.
	Have an understanding of “Frailty” and what this means to a person living with long term health conditions or disabilities.

	Understanding of the services available to older people from the statutory, voluntary and private providers, including social care and housing services.
	Understanding of the legislative and policy context of the service including the Care Act, the Equality Act, Mental Capacity and Safeguarding
	Experience of working with other professionals, both in partnership and when challenging provision and support decisions
	Skilled in providing accurately resourced information and advice pitched effectively for the individual client's needs
	Experience of working with vulnerable people and their families and carers
Personal Skills & Attributes	Excellent written and verbal communication to a wide range of clients and stakeholders in a variety of settings
	Excellent listening skills, ability to empathise with older people and use tact and sensitivity when dealing with vulnerable clients
	Ability to work methodically, keep accurate records and to collect statistical information, working within a quality assurance framework
Other	Experience of working as part of an integrated team, and demonstrable ability to work collaboratively with colleagues in different roles, reporting on progress and sharing insight
	A demonstrable personal commitment to the Mission, Vision and Values of Age UK Sutton
	Proficient in Microsoft Office software. Experience of using databases is helpful, but training will be provided.