

HOME CARE & SUPPORT SERVICES
Terms and Conditions of Employment
(Effective 1 April 2026)

Home Care Worker/Home Help

Contract:	Zero Hours
Offer of Employment:	Subject to two written references satisfactory to Age UK. <i>At interview stage, candidates may be requested to agree to telephone references being obtained.</i>
Employment	Subject to a three-month probationary period with a one- and three-month review.
Disclosure of Record:	The successful applicant is required to apply to the Disclosure & Barring Service (DBS) and any offer of employment will be subject to receipt of a satisfactory Enhanced Disclosure certificate. The cost of a DBS check (currently £53) will be deducted from your final salary if you leave employment within the first six months.
Rates of Pay:	£13.10 per hour (08.00 – 20.00) £14.10 per hour - Weekday evening (20.00 – 08.00) £15.10 per hour - Weekend daytime (08.00 – 20.00) £15.10per hour -Weekend evenings (20.00 – 08.00) and bank holidays Paid calendar monthly directly into bank/building society account on the last day of the month. Payment is made in respect of the pay period commencing on the 15 th of the previous month and ending on the 14 th of the current month i.e.15 th June to 14 th July paid into bank account on 31 st July.
Training:	The time taken for training during the probationary period will be paid for after successful confirmation in post at six months.
Mileage Rate:	Private Car User Mileage is currently 40p per mile and Cycle Mileage is currently 15p per mile for total journeys in a day greater than 8 miles (i.e. the first 4 miles outbound and the last 4 miles inbound are deemed to be journeys to and from work).

Travel Time:	You will be paid in line with the National Living Wage following the first call to the last.
Annual Leave:	1st April to 31st March – paid at a rate of 12.07% of your hourly rate for every hour worked. Note - The Home Care service operates on Bank Holidays and all staff are required to be available for work on these days unless they book annual leave in accordance with the normal booking procedure.
Sick Pay:	The post of Home Care Worker/Home Help is not entitled to company sick pay.
Pension:	Automatic enrolment applies and eligible jobholders (as defined by the government) will automatically be enrolled into the pension scheme within three months of commencement of employment. In the meantime, if you wish to join the scheme you should contact the Payroll Department at Lansdowne House. Further information will be sent to you on or before your first pay day.