

**Age UK Leeds**

**Job Description**

**Job Title: Help at Home Support Worker**

**Accountable to: Help at Home Service Manager**

**Location: Leeds Community Based**

**Hours: Variable and Casual**

# Job Purpose

**To provide domestic and social support services within a client’s home and out in the community, following an agreed support plan. These services will assist to prevent social isolation, improve wellbeing and maintain independence. The role will not include providing personal care to clients.**

**Main Duties and Responsibilities**

1. To build and maintain positive, effective and trustworthy relationships with clients, using an encouraging and caring approach.
2. To follow a schedule of allocated service visits in a timely and reliable manner, ensuring delivery of support meets the desired outcomes for clients.
3. To deliver service to clients following an agreed plan, ensuring provided information is reviewed on each visit prior to commencing support.

1. To accurately record details of support delivered and use appropriate procedures to respond to any concerns or further actions.
2. To assess and monitor the delivery of support and report any changes in need to the Help at Home Service Manager.
3. To positively participate in internal and external training opportunities and requests.
4. To contribute towards individual performance monitoring and development, attending agreed supervisions, appraisals and 121s. To take responsibility and ownership for any agreed actions and objectives to improve and develop performance and service delivery.
5. To work in accordance with relevant policies and procedures at all times.
6. To support AUKL’s approach to a broad, visible diversity and equality agenda and to ensure that all of Age UK Leeds’ services take account of the needs of the whole community.
7. To attend regular team meetings and contribute in a positive and respectful way.
8. To maintain awareness and positive support of other AUKL services and activities through engaging in communications.

***No job description can be entirely comprehensive and the job holder will be expected to carry out such other duties as may be required from time to time and which are broadly consistent with the job description and status of the post within the organisation***