

AGE UK YORK

JOB DESCRIPTION

Location	Community based in clients' homes	Reports to	Feather Duster Manager
Hours	Zero hours and 10+ hours (drivers only) contracts available	Working pattern	Monday to Friday 9am - 5pm
Contract term	permanent	Type of role	Home Helper
Direct reports	n/a	Role last updates	June 2026
Salary	£12.71 per hour	Holidays	5.1 weeks

Context

Age UK York is a local charity which exists to support older people of York, their families and carers. Together, our team provides a wide range of services which make a valuable difference to the needs and lives of older people across the city.

Age UK York is committed to diversity, equality and inclusion. Through our recruitment we want to build a diverse workforce, one that represents the communities we exist to help and brings variety of perspectives so together we are best able to support older people in York.

Through a wonderful team of staff, volunteers and supporters Age UK York has been supporting older people in York for 50 years and counting, and exists to continue to be there when needed.

Purpose of the role:

Home Helpers are vital in providing practical support to the older people of York in their homes, to help them live independently for longer. All clients are assessed and those who are taken on as clients are those who need the support most.

The Home Helper will provide a range of domestic tasks around the client's home from cleaning, clothes washing and ironing, to bed changing to name a few.

Day to Day Responsibilities

To provide a reliable and efficient service to people in their own homes, providing a range of domestic tasks to help them to maintain a clean home.

Key Responsibilities:

- Visit customers in their own homes
- Carry out specific tasks (which have been agreed with the customer on the first visit) whilst allowing for flexibility
- To ensure all visits are on specified times and days agreed
- To treat all information relating to the customer as strictly confidential
- To contact the office immediately if the customers' circumstances change

Person Specification

Category	Essential	Desirable
1. Education, qualifications and training		
2. Knowledge and Skills	<ul style="list-style-type: none"> • Good cleaning skills • Able to vary your cleaning to fit the customer's needs. • Understanding and sensitivity to needs of older people • Ability to work without close supervision • Able to communicate well with a wide range of people 	
3. Experiences	<ul style="list-style-type: none"> • Previous cleaning experience 	<ul style="list-style-type: none"> • Experience of working with older people • Experience of working in a charity
4. Attributes	<ul style="list-style-type: none"> • Friendly and conscientious with a 'can do' attitude. 	

	<ul style="list-style-type: none">• Self-motivated and willing to suggest tasks to the customer• Demonstrate flexibility and reliability	
5. Additional Requirements	Access to own transport (bicycle or car)	<ul style="list-style-type: none">• Full clean driving licence