

JOB TITLE		Help at Home Worker
SALARY:		£13.82 per hour
HOURS:		10 hours per week guaranteed with the expectation to work up to an additional 10 hours as needed.
LOCATION:		Knutsford, Wilmslow, Macclesfield, Bollington and surrounding areas
ACCOUNTABLE TO:		Services Manager
ROLE SUMMARY:		We are a local social enterprise and charity that is dedicated to later life. We co-produce excellent services, make opportunities, connect people meaningfully and influence positive change. Because of our work, people love later life in Cheshire. We value putting people at the heart of everything we do, being enterprising, challenging ourselves and others to be better and innovating to deliver what older people want and need.
		<p>The aim of the Home Help Service is to provide a reliable, person-centered service. Providing practical support and companionship, we aim to support older people to remain independent in their own home.</p> <p>Under the direction of the Services Manager, and within the policies of Age UK Cheshire, the Home Help Worker will provide practical and companionship activities to meet the needs of the service users in their own homes.</p> <p>NOTE – THIS ROLE DOES NOT REQUIRE DELIVERY OF PERSONAL ASSISTANCE.</p>
JOB DESCRIPTION		
SERVICE DELIVERY:	1	To undertake the allocated tasks to agreed standards as requested by the Services Manager within a specified time
	2	To establish a good relationship with clients and their carers' and, where appropriate, professional carers', such as health or social worker
	3	To report any concerns for the well-being of the client
	4	To complete annual client Health and Safety update forms.
	5	To complete new client assessments where needed
	6	To support the service by providing cover calls where appropriate

	6	To record details of clients calls on a work mobile device using the designated app.
	7	To record any expenses on a work mobile device by the end of each week using the designated app and to notify the services manager of these.
	8	To report any changes to your rotas and / or client call times.
	9	To report verbally to the Services Manager on a regular basis and use and check work emails and messages regularly.
	10	To maintain confidentiality of all clients adhering to the Organisation Policy.
	11	To always wear your uniform when working and always carry your ID badge with you.
	12	To maintain agreed standard of work. Be mindful of Health and Safety for oneself and the customer. To work within Health and Safety at Work Act 1974.
	13	To ensure that your vehicle is in good working order, has all the necessary legal requirements and to provide all relevant documentation to HR on request.
	14	maintain the quality of the service in line with AUKC expectations ensuring Age UK Cheshire's policies and procedures including Lone Working, Data Protection and Confidentiality and safeguarding
	15	To attend/complete appropriate training, supervision sessions, annual reviews and organisation wide meetings as required which may fall outside of your normal working day, for which you will be compensated
	16	This job description will be reviewed from time to time and may be updated depending on the changing needs of the service.
PEOPLE:	1	To work according to the standards required by the contract and the policies, procedures, and quality standards of Age UK Cheshire.
	2	To promote the services of Age UK Cheshire
	3	To undertake such duties as may, from time to time, be reasonably requested within the flexible definition of this post or as requested by the Chief Executive.
PERSON SPECIFICATION		
ESSENTIAL CRITERIA:	1	A commitment to empowering people to exercise their choice and control over the way they live their lives
	2	Effective and efficient organisational skills including time management.
	3	An ability to work on own initiative and as part of a team
	4	Good technology skills to allow for online training, allow recording on the provided mobile device and use of

		designated apps and the ability to use and respond to emails and text messages.
	5	Excellent interpersonal skills, able to motivate self and others. Able to communicate at all levels and to work with a wide range of people.
	6	Ability to travel freely across Cheshire East and use of a vehicle for work related purposes
	7	Ability to take a person-centred approach.
DESIRABLE CRITERIA:	1	A sound knowledge and understanding of the issues and concerns that can affect the lives of older people.
	2	A good understanding and application of Data Protection and Confidentiality.
HOURS:		The hours of work for this role are 10 hours per week guaranteed with the expectation to work up to an additional 10 hours as needed. The working pattern to suit, which can be discussed at interview. Hours to be delivered from Monday to Friday 9am to 5pm. No evening, weekend or Bank Holiday work.
CONTRACT:		All new staff are subject to a three month probationary period. Four weeks' notice is required to terminate employment by either side i.e. the employee or Age UK Cheshire. During the probationary period, one week's notice is required by either side.
TRAVEL:		Travel time between appointments is paid at the normal hourly rate; but does not include the commute to your first appointment or from your last appointment. Mileage expenses are paid for use of your own car. (mileage paid at Inland Revenue dispensation rate – currently 50p per mile).
HOLIDAY ENTITLEMENT:		From the 1st January to 31st December the basic annual entitlement for full time employees is 25 days, plus an entitlement to Public Bank Holidays and a discretionary entitlement to 1 extra day awarded by the Trustees. Part time staff will have their entitlement pro-rated according to the number of hours they are contracted to work.
CRIMINAL DISCLOSURE:		The post holder will be subject to police checking by the Disclosure and Barring Service (DBS) Enhanced Disclosure.
PENSION:		Age UK Cheshire has an automatic enrolment workplace pension scheme in place for eligible employees.
HEALTH CARE:		Age UK Cheshire offers a Health Care Cash Plan and staff are entitled to receive healthcare benefits.

Age UK Cheshire is a Mindful Employer, and positive actions will be taken to ensure that people will not be excluded from working for the organisation because of their age, race, ethnicity, faith, marital status, sexual orientation, gender, physical or mental health.