

JOB DESCRIPTION

JOB TITLE Deep Clean Operative/Home Help Worker

ACCOUNTABLE TO Director of Services

SUPERVISED BY Service Co-ordinator

JOB PURPOSE

- To provide a high quality, responsive deep clean service that meets individual client needs in line with their support plan.
- To provide for the domestic and social needs of clients through Home Help services, creating an environment where clients can achieve and maintain maximum independence in their own homes.
- To observe and promote client's choice, independence, dignity, privacy and fulfilment.
- To provide non-discriminatory support ensuring that cultural needs are respected.
- To establish and maintain good professional relationships with clients, their family and friends and other stakeholders.

DUTIES AND RESPONSIBILITIES

DEEP CLEANS:

1. Provide domestic assistance in people's own homes.
2. Support people using the service with decluttering their space through sorting personal items that may include clothing, food waste, correspondence etc.
3. To ensure that properties are intensively and thoroughly cleaned according to the job schedule.
4. To ensure that all rubbish and waste from a job is disposed of through general waste collection or skip hire provided.
5. To ensure that carpet cleaning is carried out effectively with equipment provided and where this forms part of the job schedule.
6. To ensure that all cleaning equipment provided is properly cleaned, maintained and stored safely after each use.
7. Respect confidentiality at all times and work within current data legislation and guidance.

HOME HELP

Where capacity allows, the role may be extended to include general Home Help-style services. These duties include but are not limited to:

1. Assistance with the activities of daily living including assistance with social activities.
2. Shopping (including preparation of shopping lists).
3. Assistance with paying bills.

4. Preparation of snacks and meals.
5. Assistance with prescribed medication.
6. General cleaning and laundry.
7. Ensuring a professional relationship is always maintained.

ADMINISTRATION

1. To maintain accurate and up-to-date records of support provided.
2. Maintain accurate records of financial transactions in line with Age UK's policy and procedures.
3. Submit client timesheets on a weekly basis.
4. To record visits by phone using a Telemonitor system (if applicable).

Training and Development

1. Undergo mandatory and departmental training and development as required.
2. Evaluate training undertaken and integrate it into your work programme.

Health and Safety

1. Adhere to Age UK Leicester Shire & Rutland's Health & Safety Policy and related policies mentioned therein.
2. Where applicable ensure project activities are risk assessed in line with the organisation's Health and Safety policies and procedures.

Working Practices/General

1. As well as the Health & Safety policies and procedures above, adhere to and implement all other Age UK Leicester Shire & Rutland's policies and procedures as well as the Personal Care Policies if relevant to your role.

Details of these and other Age UK Leicester Shire & Rutland policies can be found in [F:\COMMUNAL FOLDER\POLICIES](#) or on the Select HR self-service portal.

2. Age UK Leicester Shire & Rutland is committed to its charitable aims, and fundraises in order to provide accessible services for the older people of Leicester, Leicestershire and Rutland. Age UK Leicester Shire & Rutland expects all its employees to partake, when possible, in events which support these charitable aims.
3. Age UK Leicester Shire & Rutland expects all staff to have basic IT skills to enable them to use the systems within the organisation and have a willingness to embrace new technology as it is introduced. Training will be provided to staff who require it.
4. To undertake any other duties that may reasonably fall within the purview of the job.

This Job Description sets out the responsibilities of the post at the time it was drawn up. Such responsibilities may vary from time to time without changing the general character of the post or level of responsibility entailed. Variations are a common occurrence and do not of themselves constitute additional responsibilities.

Signed: _____

Date _____

Please print name: _____