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## **At Home with Age UK B&NES**

At Home with Age UK B&NES is a paid for service provided by Age UK B&NES within the B&NES boundary.

### **Casual Staff Job Description**

Casual staff will work on an “as and when” basis. Age UK Bath & North East Somerset cannot guarantee any member of our casual staff a regular number of set hours. For their part, staff are not compelled to accept a job when asked.

### **Duties**

- To receive referrals from the office
- To carefully note the details in writing as requested by the office
- Having agreed to undertake the work, to carry it out within the timescale indicated in the referral
- Remain alert at all times to any changes in the customers condition and take appropriate action as directed
- Report back promptly to the office if you have any concerns

### **The work may include the following:**

- Providing domestic help and support in the home
- Escorting to the doctors, dentists, shopping, social events, trips out, hospital visiting, libraries, and opticians
- Visiting friends and family
- Laundry tasks
- Light meal preparation or assistance with light meal preparation
- Cleaning inside windows
- Collecting prescriptions
- Light housework
- Prompting the customer to remember to take medicines
- Reading books, newspapers, letter reading, assisting with correspondence.
- Walking the dog
- Tea & chat
- Other duties as appropriate to the situation

## **Particular Requirements**

You must be capable of dealing with any emergency which may arise by being prepared to call an ambulance, doctor or any other support which may be needed.

You will be expected to treat all customers with a caring approach, patience and understanding.

You will be representing Age UK Bath & North East Somerset and must work to the guidelines and directions of the office.

When working with a customer in their own home you will be expected to support them but only act with their consent and approval. The customer must be the one who determines what is done.

## **Administration**

You will be expected to complete any records or administrative forms accurately and submit them to the office as directed.

## **Training**

You will be required to undertake mandatory safeguarding training.  
Also to attend other training courses relevant to the post

## **Payment**

Payment for work done will be monthly in arrears against time sheets submitted no later than the 4<sup>th</sup> of each following month. We make payments directly to your bank account by electronic transfer.

The current rate of pay is £ 8.71 per hour.

No variation on this flat rate is paid. The rate of pay is set to reflect the responsibility for the welfare of a vulnerable older person and the possibility of handling occasional emergency situations.

## **Expenses**

Reasonable and evidenced mileage/travel costs will be paid – the current rate is 45p per mile.

Telephone calls will be reimbursed against itemised bills as evidence or a written statement on an expenses form.

Please try to use a landline in preference to a mobile wherever this is practical and does not jeopardise customer care.

## **At Home with Age UK B&NES**

### **Person Specification**

- An understanding of older people and their needs
- A calm and reassuring manner
- Able to work on your own initiative
- Good listening and communication skills
- Reliable and trustworthy
- Able to work unsupervised
- Able to cope with difficult situations should they arise
- A sense of humour is an advantage