



## **Important Notes for Home Help Employees**

All aspects of the job will be covered at an induction, however, we would like to point out certain aspects of the job that we feel it is necessary for you to be aware of at this stage.

- As far as possible, we try to ensure that you do not have more than a few miles or so between customers and in some cases you will have customers adjacent to each other. However, when setting up a regular rota, that is not always possible. We pay your mileage at 36p per mile between calls.. We also pay a travel time allowance between visits. Effective, 1 April 2019 the hourly rate is £8.91 plus a travel time payment of £1.49 between each visit made per day.
- We will endeavour to offer you the number of hours you wish to work each week, however, we rarely offer new starters a full rota immediately in order to give you time to adjust to the physical work involved in being a home help. This means that you may say that you want to work 20 hours a week. In week 1 we would give you around 10 hours, in week 2 if you were happy we may increase that to 16 and then take you to 20 hours in week 3. Obviously, every case is different and we will work with you to ensure we meet your needs as soon as possible. Your well-being is very important to us.
- You can choose the days and hours you wish to work, Monday to Friday, and we will add customers on your rota, so that they receive regular visits from you. You do, therefore, need to be sure that you can maintain the working pattern you give to us. As weeks and months go on, your circumstances may change and you may wish to increase your hours or even work less hours. We do our utmost to look after our individual team members and will always strive to help you in these circumstances.
- You do need patience and a sense of humour as some of our customers can be a little forgetful.
- At induction we will explain fully our “No Access” policy. Our customers know when their home help is arriving. The day and the time. Therefore, we expect the customer to be home, looking forward to seeing you. Should they not answer their door, when you call, we have a procedure, you are asked to follow. This procedure has saved many lives, where a client has had a fall, and without the alertness of our employee following the

“No Access” procedure a client may well have been left laying on their floor for many hours or even days. This does not require you to have any first aid knowledge or be involved in CPR. It simply means you phone the office on our emergency number, and we deal with the issue.

- Customers are usually very pleased to see their regular Home Help and look forward to their visits. You soon develop the skill of chatting whilst you work, of enjoying a cup of tea between dusting and vacuuming. Our customers benefit from the visit, not only because you leave them in bright clean, safe home but because you have lifted their mood as you have gone about your tasks. Therefore **job satisfaction is almost guaranteed.**
- If, by mutual agreement, you join us, you will be employed by Age UK Bedfordshire and as such enjoy all the benefits related to being employed. You will, therefore, have a contract of employment to protect your full rights under law, which includes an initial 28 days paid annual holiday (pro rata). You will also be entitled to contractual sick pay and to be included in a contributory work place pension scheme, if you so wish. Age UK Bedfordshire ensures all employees are treated in a caring and supportive manner. We do not use bank staff. Once you have agreed with us the number of hours you wish to work, we will work with you to meet your wishes.

We have over 100 employees providing services to older people in their homes each day, the vast majority of these employees have been with us for over 5 years, some for 10 years or more. Our existing team of home helps work the hours they have asked to work each week, every week. We understand that you probably need to know how much money you will be paid regularly every week and that being paid widely varying amounts from week to week is not what you are looking for **and it's not what we do.** Our own Chief Executive joined this organisation over 20 years ago as a home help and fully understands the importance of treating everyone fairly and with respect, paying people fairly and ensuring their pay is in their bank account at the end of each week. **That's what we do.**

If you are a caring type of person, who enjoys helping people, has a sense of humour and is patient as well as hard working, you could be just the person to join our team.

As we said in our advertisement, **“job satisfaction is guaranteed!”**