



HOME HELP SUPPORT WORKER

JOB DESCRIPTION

Job Title:

Home Support Worker

Job Purpose:

To undertake a range of domestic tasks for people who through age or disability cannot undertake the work themselves, within their own homes.

There is no personal care involved although establishing a rapport is expected. The purpose of the role is to give client's a safe and clean environment to live in through a caring but professional manner. Our mission is to make later life fulfilling and enjoyable.

This position does entail traveling between customers' homes. However, our computer soft wear enables us to keep travel time down to an acceptable minimum level.

Responsible To:

The Area Organiser and Service Manager.

Current Rate of Pay:

£8.91ph plus a travel allowance payment (tap) of £1.49 between each customer.
Please see the enclosed tap examples.

Hours of Work:

To be mutually agreed at interview. Your working pattern is based on the maximum number of hours and days you are available to work and is mutually agreed so that it suits any other commitments you may have, and the needs of our customers.

Our normal working periods are Monday to Friday 9.00am to 4.00pm. You choose the days and hours you prefer to work. There are some limited opportunities to work weekends, but this is optional not mandatory.

We are as flexible as possible when you initially discuss your required working pattern, However, we do ask you to stay within that working pattern as far as possible once it has been mutually agreed. Obviously, we understand that life happens and that you may need to change your working pattern from time to time.

Team Meeting and Training Sessions

We hold regular Team Meetings and you are required to attend team meetings and training sessions.

Main Duties:

1. To carry out general domestic cleaning in the homes of older people. This may include the cleaning of bathroom, toilet and kitchen areas, any vacuuming, polishing and dusting, some laundry and ironing, the washing of floors and other areas or surfaces, making beds, changing bed linen, cleaning ground floor windows as well as other general domestic duties.
2. To pay bills, collect pensions, prescriptions and shopping as and when required. This may entail taking the customer shopping with you.
3. To prepare light lunchtime meals or snacks as and when required.
4. To maintain basic work records and completion of time sheets, on rare occasions to accept monies from customers that are due for the payment of services and issue receipts in accordance with Age UK Bedfordshire procedures. To bank collected monies into Age UK Bedfordshire's account.
5. To encourage the customer, when they are able, to take an active role in the upkeep of their home and surroundings.
6. To maintain a flexible and co-operative approach to the customer, their carers, family, Health and Social Services.
7. To report to the Area Organiser if you have any concerns regarding the well-being of the customer, bearing in mind the customer's own right to privacy and independence.
8. To use initiative in dealing with emergency situations and act in accordance with Age UK Bedfordshire procedures.
9. To be sympathetic to the needs of older people, giving support and understanding when needed and to encourage and help people to be as active as possible.
10. To work in accordance with the procedures that are set by Age UK Bedfordshire.

PERSON SPECIFICATION

Ideally you will possess and be able to demonstrate the following characteristics and skills:

Essential

Be competent in the day to day cleaning of a home to a high standard

To possess a Disclosure and Barring Service Certificate (DBS). If you do not currently have a DBS we will deal with this on your behalf.

To have a warm and caring personality

Be able to handle money and keep basic records

Be punctual and reliable

Have the ability to stay calm

Be honest and trustworthy

Have the ability to work on your own initiative

Use of car, valid driving license and have Business Class 1 insurance. Most insurers will add this to your policy without charge. Some may add £10 or £20 to your annual premium. This is required by law if you are employed in a role that requires you to drive on behalf of your employer.

Manage your time and workload effectively

Be able to work in a non-judgmental manner

Desired

Enjoy the company of older people

Be sympathetic to the needs of older people of all backgrounds

Knowledge of older people and their possible health issues, such as dementia.

This job description is part of your terms and conditions of employment and can be amended from time to time as the needs of the organisation require.

Travel Allowance Payment examples

The base hourly rate is currently £8.91 ph plus a £1.48 Travel Allowance Payment between each customer visit. A table giving various examples of how we arrive at your wage is shown below. The combined Pay column is the basic hourly rate plus the travel Time Allowance. It will also be discussed at the time of interview, to ensure there are no misunderstandings.

Bracketed figs reflect the basic hourly rate that will increase to £9.50 in April 2022.

Example 1

Daily Visit Nos	Visit Length	Combined Pay (£)	Avg Visit Rate
1	1 hour	8.91 (9.50)	
2	1 hour	10.39 (11.08)	
3	1 hour	10.39 (11.08)	
4	2 hours	19.30 (20.58)	
Totals	5 hours	48.99 (52.24)	9.80 (10.49)

Example 2

Daily Visit Nos	Visit Length	Combined Pay (£)	Avg Visit Rate
1	1 hour	8.91 (9.50)	
2	1 hour	10.39 (11.08)	
3	1.5 hour	14.84 (16.62)	
4	1 hours	10.39 (11.08)	
5	1 hour	10.39 (11.08)	
Totals	5.5 hours	54.92 (59.36)	9.98 (10.80)

Example 3

Daily Visit Nos	Visit Length	Combined Pay (£)	Avg Visit Rate
1	1 hour	8.91 (9.50)	
2	1 hour	10.39 (11.08)	
3	1.5 hour	14.84 (16.62)	
4	1 hours	10.39 (11.08)	
Totals	4.5 hours	44.53 (48.28)	9.90 (10.73)

Example 4

Daily Visit Nos	Visit Length	Combined Pay (£)	Avg Visit Rate
1	1 hour	8.91 (9.50)	
2	1 hour	10.39 (11.08)	
3	1 hour	10.39 (11.08)	
4	1 hours	10.39 (11.08)	
Totals	4 hours	40.08 (42.74)	10.02 (10.68)