

The new name for



HHGV4



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Date as Email

Dear Applicant,

Re: Home Support Worker (**Home Help**)

Thank you for the interest you have shown in our vacancy. Please find attached an Application Form and a leaflet describing the service our team members provide to our clients.

## GENERAL

If after reading through the advertising leaflet you feel the role may suit you, please complete and return the Application Form. You can email it to [recruit@ageukbedfordshire.org.uk](mailto:recruit@ageukbedfordshire.org.uk) or post it to us marking the envelope **RECRUITMENT**.

Upon receiving your completed application, we will email you to arrange an informal chat (please check your spam box if you have not added us to your list of contacts). We carry out this informal “*getting to know each other*” chat over WhatsApp Video call. If you have not used it before, it’s as easy as answering your mobile. Of course we will ask you a few questions and answer all of your questions too.

We consider ourselves to be a progressive and caring employer and this is borne out by the number of team members who have remained with us for a decade or more.

## PAYMENT PLUS

We provide all uniform and PPE, Plus full paid training. We do not charge you for the DBS certificate.

The rate of pay is currently £10.42 ph plus a travel allowance of £1.58 between each client. Our clever computer system makes sure that on average, travel time between clients is not more than 10 minutes, although many are next door or in the same road or apartment block. We also pay 37p per mile travelled between **each client**. For example, if you had 5 customers each wanting 1 hour’s service, you would receive:

5 hours x £9.50 (= £47.50) + 4 x £1.58 (= £6.32.). In addition, you would receive \*37p per mile. Assuming you have driven 20 miles that day; you would receive an additional tax free payment of £7.40. Please note that we pay all team members on a weekly basis.

We pay 28 paid days (pro rata) holidays pa in your first year, which includes statutory bank holidays. This increases year by year to a maximum of 33 paid holidays pa.

We also pay contractual sick pay. There is a pension scheme available to qualifying team members.

## OUR AIM

The vast majority of our clients are classed as vulnerable and are unable to carry out the work we provide, for themselves, due to age or age related health issues, or health conditions that have carried on into older age.

Our aim is to provide a service that not only allows our clients to live in their own homes for as long as possible, but to significantly improve their quality of life. That is the job you are applying for and that is why we only employ team members who are able and willing to carry out normal household cleaning tasks, or gardening services (dependant on the post you have applied for) but who are also caring, cheerful, helpful and encouraging. **We do not provide personal care.**

## THE ORGANISATION

Age UK Bedfordshire (formally Age Concern Bedfordshire) is an independent charitable organisation, which is dedicated to making later life as fulfilling as possible. Briefly, there are two arms to our organisation. There is the chargeable Welfare Services side, where we carry out practical services to the highest standard. These services include Home Help, Gardening, Handypersons and Carers Respite.

The surplus money we earn from our chargeable services goes into our non-chargeable services, which come under the banner of **Information, Advice and Support**. Here, our highly experienced team visit older people in their own homes or meet them face to face in our Bedfordshire office or in less complex issues, over the telephone. We deal with around 20,000 interventions each year. We help clients complete all types of benefit forms and Blue Badge applications. For the past 10 years we have been able to help, on average over 600 older people each year to successfully claim the equivalent of what is currently £3126 to £4008 pa additional income. Imagine what that extra £61 to £92 pw can do to help someone who was previously, only getting the basic state pension.

But that is only the tip of the iceberg. Social Services refer to us as the 'fourth emergency service' - a name we are very proud to uphold.

If you would like to be a part of our Welfare Services team, please complete the application form and return it to us as soon as possible.

We very much look forward to hearing from you.

Yours sincerely

*Jo Rising*

Facilities & Support Services Manager