

## JOB DESCRIPTION

This Job Description is indicative only, and does not form part of the Principal Statement of Terms and Conditions of the post holder.

*The job as described will be reviewed on a regular basis to respond to the changing needs of the post and of the organisation.*

<b>Job Title:</b>	Home Help Plus Personal Assistant		
<b>Base:</b>	Huntley House, 119 London Street, Reading, RG1 4QA		
<b>Employer:</b>	Age UK Berkshire: Company No. 7928260, Charity No. 1146462		
<b>Hours of work:</b>	Flexible		
<b>Salary:</b>	£8.45 per hour		
<b>Responsible to:</b>	Home Services Co-ordinator		
<b>Responsible for:</b>	Provision of Home Help Plus services		
<b>Terms and Conditions:</b>	All terms and conditions are in accordance with the standard terms and conditions of employment of Age UK Berkshire. Details of these can be found in your Contract (Statement of Terms and Conditions of Employment).		
<b>Special Conditions:</b>	Zero Hours Contract		
	Local travel during work may be required, for which mileage allowance or public transport costs will be paid.		
	The post is subject to a satisfactory Enhanced Disclosure and Barring Scheme check		
<b>Date this Job Description was last reviewed:</b>	18/09/2017	<b>Intended date for interview:</b>	Sept 2018

## JOB SUMMARY

**To provide good home support skills as the role can have several elements including cleaning, laundry, accompanied shopping etc.**

**To communicate with clients as despite our best endeavours, not everyone knows of the range of services we can offer. Visiting clients provides the opportunity to suggest other services the older person could access and could lead you to identify issues or concerns you might want to raise with our Information & Advice Service, or if they are more serious with the local authority.**

**The enclosed leaflet advertising the Home Help Plus service lists the sort of jobs the Home Help Plus Assistant will carry out and, just as importantly, those we do not. We cannot, for example, offer to do jobs that involve personal care.**

**At the time of carrying out the job you will be expected, with the householder's permission of course, to be on the look-out for other small chores that need doing, particularly those that might put the person's well-being or safety at risk.**

**The post will be offered on a zero hour contract basis, which means that you will be paid for the hours you work.**

**Age UK Berkshire are integrating and linking together services to demonstrate the health and wellbeing benefits to older people and to their communities. The skills and experience of Home Help Plus Personal Assistants are similar to those required in other areas such as Home from Hospital and there may be opportunities to develop into more specialised areas.**

**Main Duties:**

1. To carry out domestic duties that includes cleaning, laundry, adult sitting service and accompanied shopping/medical appointments etc.
2. To liaise with other colleagues in Age UK Berkshire.
3. To be alert, identifying where there are concerns about an older or disabled person, and signposting on where appropriate
4. To make future appointments with customers as required.
5. To collect and account for charges in respect of cash customers.
6. To submit monthly returns of completed work and future availability
7. To apply Age UK Berkshire policies and procedures, particularly in respect of Health & Safety, and take part in training courses as required
8. To work with Age UK Berkshire Chief Executive and Managers to better integrate and link together our services to demonstrate the health and wellbeing benefits to older people and to their communities
9. To undertake relevant training to maintain skills and knowledge necessary for this post. Induction Training and Working with Vulnerable Adults are mandatory before being assigned to a client.
10. To comply with all Age UK Berkshire policies and procedures and with all relevant legislation
11. To carry out any other duties, commensurate with the rate of pay and grading, as may from time to time be assigned by the Directors of Age UK Berkshire

**PERSON SPECIFICATION:** we do not classify into “Essential” or “Desirable” criteria as applicants will need to demonstrate these characteristics as part of this process

<b>Experience</b>	<b>How measured?</b>
Successful management of high & varied personal workload	A
<b>Knowledge and understanding</b>	
An awareness of the challenges facing older people	I, A
<b>Skills and abilities</b>	
Patient and caring nature	I, A
Desire to improve the lives of the elderly	I, A
Work on own initiative, flexibly & to the needs of the organisation and service	I
Work under pressure and to deadlines where appropriate	I
Self-servicing for own administrative needs	A, I
<b>Training and qualifications</b>	
Full driving licence and access to a vehicle	A
<b>Other</b>	
Commitment to the values and ethos of Age UK Berkshire	I
Commitment to the principles of equality of opportunity and confidentiality	I

In your application form, you should endeavour to clearly show as many of the APPLICATION (A) criteria above as is possible, in order to be short-listed for interview.

Where INTERVIEW (I) criteria are shown, interview questions and procedures will be set to bring out these criteria (i.e. you will be asked to demonstrate/prove those things); in particular, for any area described above as “proven” or “demonstrable”, we will require you to actively prove or demonstrate your experience, understanding, skills or ability in that area.