

Age UK Bolton Enterprises Ltd

JOB DESCRIPTION

- JOB TITLE:** Home Services Assistant
- JOB LOCATION:** The Square, Bolton town centre and other locations throughout the borough
- RESPONSIBLE TO:** Home Services Manager
- RESPONSIBLE FOR:** Home Services Duties
- SALARY:** £8.72 per hour plus travel expenses and mileage allowance. DBS check provided
- HOURS OF WORK:** Flexible

1. OVERALL JOB PURPOSE

To provide an excellent quality, high standard of service and customer care; reliable commercial cleaning and shopping service to the older residents of Bolton.

To be part of a dynamic team working to provide flexible, reliable, high quality cleaning and shopping, home related services to older people within their homes.

To work efficiently and effectively ensuring that this service fits within Age UK Bolton Enterprises Ltd.'s guidelines and standards.

To actively and effectively promote the AUKB Enterprises Ltd, Home Services Business across Bolton.

2. KEY RESPONSIBILITIES

- 2.1 To work within the service users own homes undertaking practical and routine tasks such as light housework, laundry and ironing.
- 2.2 To participate in a flexible working rota in accordance with clients demands.
- 2.3 To undertake shopping as required by the client.
- 2.4 To respect clients personal belongings and maintain confidentiality.
- 2.5 To report any changes in service requirements, which do not form part of the original contractual agreement.

- 2.6 To ensure all duties undertaken are carried out in a professional manner and to the highest possible standard.
- 2.7 To ensure all relevant paperwork is completed within the client's home and a receipt is given for any monies received.
- 2.8 To ensure weekly rotas are maintained accurately and a copy kept on file at the office.
- 2.9 To follow AUKBE Ltd.'s procedures with regard to cash handling and take responsibility for recording any monies received from the client and the money given into the office at the first available opportunity.
- 2.10 To attend mandatory training courses or any other training that is deemed as necessary by the organisation.
- 2.11 To be familiar with AUKBE Ltd.'s other services and to follow all organisational procedures and codes of conduct including equal opportunities.
- 2.12 To complete relevant paperwork prior to commencement of practical duties.
- 2.13 To sometimes undertake home visits for new client's referrals ensuring confidentiality is adhered to at all times.
- 2.14 To receive and contribute to regular supervision from your Line Manager.
- 2.15 To ensure that any changes in service are made following consultation and agreement from the client and your line manager.
- 2.16 To promote and generate public awareness of the Home Services Business.
- 2.17 To work constructively as a member of the Income Generation Department.
- 2.18 To carry out any other duties reasonably required by the organisation.

3. ADDITIONAL RESPONSIBILITIES

- 3.1 To adopt a positive approach to change and willingness to seek assistance to resolve day to day challenges of delivery Home Services to older clients.
- 3.2 To work well with team members to consistently deliver positive outcomes for those who use our service.
- 3.3 To attend supervision and relevant training courses as required by your line manager.

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PERSON SPECIFICATION

Home Services Assistant

The following requirements will be assessed from a combination of information provided from the application form, panel interview process and references.

ESSENTIAL CRITERIA

ASSESSMENT METHOD

KNOWLEDGE & SKILLS

Good relationship building skills	Application/interview
Good organisational skills	Application/interview
Awareness of the issues affecting older people	Application/interview
Complaints reporting and strong customer care	Application/interview
Proven record of punctuality and reliability	Application/interview
Demonstrable commitment to Equalities	Application/interview

WORK RELATED CIRCUMSTANCES

Ability to relate to and respond to the needs of our older clients and relate to people from a wide variety of backgrounds.	Application/interview
An ability to react quickly to changing situations, multi task and time manage.	Application/interview
Willingness to work flexibly with reasonable notice to ensure adequate cover for holidays and absence and to meet the demands of the business	Application/interview
Ability to drive with access to a vehicle for business use	Application/interview
Commitment to participate in training and development as directed by the Home Services Co-ordinator and the	Application/interview

Commercial Services Manager

DESIRABLE CRITERIA

Cleaning service skills

Application/interview

Experience of working with older people

Application /interview

Salary update by:
Pat Kitchen
Commercial Services Director
01/09/2020

Original authorised by:
Suzanne Hilton
Chief Executive
14/12/18