

# Job pack

## Help at Home SupportGiver



Dear Applicant

**Re: Help at Home Support Giver**

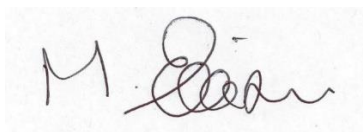
Thank you for your enquiry in response to our advertisement for the above position. I have pleasure in enclosing the following:

- Background information about Age UK Bromley & Greenwich
- Job description and Person Specification
- Application form
- Diversity monitoring form

Candidates shortlisted for an interview will be contacted by email and or telephone so please include an email address and mobile telephone number or any other telephone number where you can be reached. Please note that we do not accept CV's.

Thank you for your interest in this role.

Yours sincerely

A handwritten signature in black ink, appearing to read 'M. Ellison', is written over a light grey rectangular background.

Mark Ellison  
**Chief Executive**



# ABOUT AGE UK BROMLEY & GREENWICH

Age UK Bromley & Greenwich is the trading name of Age Concern Bromley a registered charity and company limited by guarantee. Age Concern Bromley was established in 1965 and Age Concern Greenwich merged with it on 30<sup>th</sup> November 2011.

Age UK Bromley & Greenwich has its main office in Bromley with two offices located in Greenwich. It is a partner of the national network of independent Age UK charities each is responsible for their own governance and own income generation. Age UK is the national charity and partner and all partners share common aims and values and work together for the benefit of all older people.

Age UK Bromley & Greenwich provides a wide variety of services to older people who are 50+ and resident in the London Boroughs of Bromley and Greenwich (direct service users are usually 60+). We provide practical help and advice to older people many of whom are frail or housebound, provide information on issues relating to older people their relatives and or carers such as money matters, housing, health and community care. Age UK Bromley & Greenwich campaigns locally on Age Discrimination and many other issues that impact the lives of older people.

## ***Mission and Values***

Age UK Bromley & Greenwich aims to promote the well being of all older people in the community. We value older people and believe that later life should be a fulfilling and enjoyable experience.

### ***Our core values are:***

- |                           |   |
|---------------------------|---|
| <b><i>Caring</i></b>      | We are passionate about what we do and care about each individual.                  |
| <b><i>Dynamic</i></b>     | We are innovative and deliver quality services for older people.                    |
| <b><i>Enabling</i></b>    | We enable older people to live independently and exercise choice.                   |
| <b><i>Expert</i></b>      | We are authoritative, trusted and quality-orientated.                               |
| <b><i>Influential</i></b> | We draw strength from the voices of older people and ensure those voices are heard. |

***Our specific aims are to:***

- provide Borough-wide services and support for older people.
- raise awareness of the needs of older people and influence decision-makers, and to provide a voice for older people in the Borough.
- contribute to research which identifies the changing needs of older people locally and find innovative ways of meeting them.
- challenge discrimination of older people on the basis of their age.
- work in partnership and cooperation with other organisations across the sectors to effectively meet the needs of older people throughout the Boroughs.

Some of the services we provide are commissioned by local authorities and NHS Trust, others by charitable Trusts and we also have paid services for self funders, and people with personal budgets.

Our present and any future services will comply fully to our approach of how we work with and for older people:

- have a zero tolerance of all forms of abuse
- support people with the same respect and dignity you would want for yourself or a member of your family
- treat each person as an individual by offering personalised service
- enable people to maintain the maximum possible level of independence, choice and control
- listen and support people to express their needs and wants
- respect people's right to privacy
- ensure people feel able to complain without fear of retribution
- engage with family members and carers as care partners
- assist people to maintain confidence and a positive self-esteem
- act to alleviate peoples' loneliness and isolation

**Age UK Bromley & Greenwich services include:**

- Advocacy and Representation – both boroughs
- Specialist Dementia Care /choir - Bromley
- Support Planning – both boroughs
- Charity Shops – Orpington, West Wickham and Woolwich
- Community helpers befriending and support service – both boroughs
- Community Services:
  - Clip It - Toe Nail Cutting – both boroughs
  - Exercise classes – both boroughs
  - Help at Home - Bromley
  - Hospital Aftercare - Bromley
- Shopping - Bromley
- Community Volunteers Time Bank - both boroughs
- Day Opportunities – both boroughs
- Dementia support advice – Bromley
- Men in Sheds – both boroughs
- Computer classes – both boroughs
- Information and Advice – both boroughs: a single telephone number for all information and advice enquiries from people resident in both boroughs, letter and to personal callers, casework and welfare benefit checks. Home visits are made to older people who are frail and unable to visit our office. In Greenwich we deliver Information and Advice at a variety of outreach locations throughout the borough including welfare benefits

**For further information visit our website:  
[www. ageukbromleyandgreenwich.org.uk](http://www.ageukbromleyandgreenwich.org.uk)**



# Job Description and Person Specification

<b>Job Title:</b>	<b>Help at Home Support Giver</b>
<b>Accountable to:</b>	<b>Services Manager</b>
<b>Hours of Work:</b>	<b>Flexible</b>
<b>Location:</b>	<b>Various</b>
<b>Salary:</b>	<b>£10.20 an hour</b>
<b>Responsible to:</b>	<b>Help at Home coordinator..</b>
<b>Job purpose:</b>	To provide a holistic, flexible high quality domestic help service to clients of Age UK Bromley & Greenwich. Domestic services to include but not limited to: cleaning, laundry, meal preparation and cooking. The service will also include befriending and other tasks deemed suitable by the Help at Home coordinator.

## Key duties and responsibilities

- To attend to customers of Age UK Bromley & Greenwich offering varied support and assistance with activities of daily living on a regular or ad hoc basis. With the exception of personal care tasks
- To provide domestic services as directed by the Help at Home coordinator.
- Domestic services will include all aspects of cleaning, food preparation, and laundry.
- To provide other services as deemed suitable by the Help at Home coordinator. This can include but not limited to befriending, escorted shopping help with paper work.
- To attend training as directed by the Help at Home coordinator.
- To obtain job cards weekly from the Help at Home coordinator via email.
- To ensure that all relevant information is inputted in to our data base
- To attend mandatory training as directed by the Help at Home coordinator,
- To plan help at home visits via the most time effective manner.
- To uphold and personally demonstrate the values of Age UK Bromley & Greenwich and that all customers are dealt with in a friendly and courteous and efficient manner as expected of a caring organisation

- To ensure that Age UK Bromley & Greenwich's Quality Standards, policies and procedures are fully implemented
- To ensure effective implementation of Health and Safety policy and procedure

**Other tasks and requirements**

- At all times to maintain the professional integrity and reputation of the Charity and represent their main interests in any dealings with other bodies, groups and individuals
- To attend quarterly supervision meetings with the Help At Home coordinator.
- To undertake any other duties commensurate with the purpose and remit of the post

This job description is intended as a summary of the main elements of the job described. They may be varied from time to time in consultation with the job holder without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.

**Terms and Conditions:**

Salary: £10.20 an hour (London Living Wage)

Pension: All eligible employees are automatically enrolled into our scheme with The Pensions Trust, contributions are in line with the government's minimum standards. (Currently set at 1% employees and 1% employers)

## Person specification

<b>Experience</b>	<b>Essential/Desirable</b>
<i>Relevant work experience</i>	<b>Essential</b>
<i>Willingness to train as required.</i>	<b>Essential</b>
<i>Ability to build and maintain good working relationships with older people.</i>	<b>Essential</b>
<i>Flexibility within the work place.</i>	<b>Essential</b>
<i>The ability to work under own direction with minimal supervision</i>	<b>Essential</b>
<i>Experience and knowledge of health and safety</i>	<b>Desirable</b>

<i>Other requirements</i>	
<i>Empathy with older people, friendly warm disposition with an interest in helping older people meet their needs</i>	<b>Essential</b>
<i>Assertive and calm under pressure</i>	<b>Essential</b>
<i>Confident, clear, concise and articulate use of language in presenting ideas verbally and in writing and speaking to groups</i>	<b>Essential</b>
<i>Prepared to adopt a flexible approach</i>	<b>Essential</b>
<i>Ability to demonstrate an understanding and commitment to our values</i>	<b>Essential</b>
<i>To be committed to the principles of diversity</i>	<b>Essential</b>
<i>Full driving licence and use of own car</i>	<b>Desirable</b>