

Date as postmark

Dear Applicant

Sessional Home Help – Calderdale & Kirklees

Thank you for your interest in the above position. Please find enclosed: -

- Job Description
- Person Specification
- Basic Terms of Employment
- Application Form
- Notes on our Recruitment Process
- Equal Opportunities Monitoring Form

Please read these papers carefully **before** you complete the application form, as short-listing will be based on the information you provide. Please **do not** submit a CV as a substitute for completing the application form.

We welcome applications from all sections of the community and have an Equality, Diversity & Inclusion Policy. If you require the advert or application pack in any other format, please contact us to request.

As users of the disability confident scheme, we guarantee to consider all disabled applicants who meet the minimum criteria for vacancies.

Age UK Calderdale & Kirklees

4-6 Square
Woolshops
Halifax
HX1 1RJ

t 01422 252 040
e enquiry@ageukck.org.uk
www.ageuk.org.uk/calderdaleandkirklees

QualityHealth[®]



Please return your completed application form to the address below.
Yours faithfully

C Rodmell

Carol Rodmell
Quality Executive

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Age UK Calderdale & Kirklees Job Description

POST:	Sessional Home Help
SALARY:	10.42 per hour
HOURS:	Sessional Monday to Friday. One session – 1 ½ hours
LOCATION:	North Kirklees, HD3 and Calderdale areas required
ACCOUNTABLE TO:	Service Scheduler
RESPONSIBLE FOR:	Driving to clients' homes to provide domestic tasks such as cleaning, laundry, shopping, etc, as required

AGE UK PRINCIPLES:

The most valuable asset to Age UK Calderdale & Kirklees are the people involved with the charity. Our approach to recruitment and selection of employees reflects the importance of people to us, the values and the organisation of the charity including:

- To be client centred.
- Deliver services with compassion.
- Value staff and volunteers.
- Be inclusive and embrace equality and diversity.
- Develop trust in our services.
- Everybody working together to achieve the same objectives.

As a Disability Confident Employer, we are committed to attracting and recruiting people with a disability. Through the Disability Confident scheme, we are challenging attitudes towards disability, increasing understanding of disability, removing barriers to disabled people and those with long term conditions so that all can reach their full potential and realise their aspirations.

ORGANISATIONAL EXPECTATIONS:

Age UK Calderdale & Kirklees works in a variety of roles, many of which are based in differing geographical areas of our region.

In order that we can be most effective in the provision and delivery of services and projects to the older people of Calderdale & Kirklees you will need to work as part of a team. You will contribute to and share in the work of the organisation while maintaining an awareness of the political and social environment in which we work.

You will be expected to develop good working relationships with other Age UK Calderdale & Kirklees' staff and relevant external organisations, as appropriate to your role.

You will adhere to all roles and responsibilities in line with Age UK Calderdale & Kirklees' policies and procedures and all legislative requirements.

You will be expected to undertake any other activity requested by your Line Manager(s) that is appropriate to the experience and level of responsibility of the post holder, and to promote the work of Age UK Calderdale & Kirklees whenever possible.

OUTLINE OF POST:

- To provide a varied but necessary range of domestic services on a sessional basis, to help older people maintain a clean home and to provide help with shopping. Assisting clients to remain independent in their own homes.

MAIN TASKS:

- To travel within the community from one client's home to another in your own car. You may claim mileage for travel between clients.
- To visit clients in their own home and perform domestic tasks based on those specified by the scheduler.
- To make every effort to keep to the specified days and times of visits. To contact the office if unable to do so, to enable us to contact clients and wherever possible, provide cover.
- To contact the office if the client or the client's circumstances give cause for concern.
- To treat all information relating to the client as confidential, in line with the Age UK Calderdale and Kirklees Confidentiality Policy.
- To ensure safe handling and recording of all cash transactions, in line with the Age UK Calderdale and Kirklees Cash Handling Policy.
- To take reasonable care with regard to the health and safety of yourself / the client / your colleagues or any other person during your working hours.
- To carry out any other duties that may be required which are consistent with the duties and responsibilities of the post.
- To attend Induction, Training Meetings, and any Staff Meetings as and when required.
- As an employee of Age UK Calderdale and Kirklees – to provide a quality service to our clients and provide continuity of service to foster trust and confidence in our services.
- To work within all the guidelines, policies and procedures as set out by Age UK Calderdale and Kirklees.

Age UK Calderdale & Kirklees

SESSIONAL HOME HELP

Person Specification

Education, Qualifications, Training	Essential	Desirable
Driver with access to a vehicle during working hours	Essential	
Basic knowledge of domestic cleaning/laundry/ironing in the home	Essential	
Cash handling /experience of shopping	Essential	
Empathetic attitude to older and/or disabled people	Essential	
Capable of working on own initiative	Essential	
Good written and verbal skills	Essential	
An ability to provide a punctual, reliable and consistent service to clients	Essential	
Flexible attitude to working hours		Desirable
Willing to travel within area/local geographical knowledge		Desirable
Previous experience in home helping or cleaning employment		Desirable
Ability to deliver the service in a varied and possibly challenging setting		Desirable

BACKGROUND INFORMATION FOR HOME HELPERS ON THE DOMESTIC SERVICE

What is it?

The Domestic Service is provided by Age UK Calderdale & Kirklees and aims to provide a friendly and professional service to older people and people with disabilities that need assistance with various domestic tasks (cleaning) around the home. Other duties that may be required are ironing, shopping, paying bills, collecting prescriptions, etc. There is no personal care or food preparation involved. Clients can have the service weekly or fortnightly and length of sessions can vary. Occasionally clients ask for a double session of 3 hours.

How the service works

Clients can refer themselves, or they will be referred by their family, social worker or other representative. One of our Assessor's will visit the client at their own home to find out more about them and what we can provide for them.

Matching Home Helper to Client

We will try to give you clients in your own local area, however this is not always possible, and we may ask you to work outside of your locality within the Calderdale and Kirklees areas. You will be paid a mileage allowance for travel between clients.

We work on a flexible rota and try to accommodate the hours that you require. You will be allocated regular clients to visit at the same time and day either weekly or fortnightly.

What Will You Provide?

When you have been assigned your clients, you will be provided with a work plan of jobs requested by the client at the assessment. You are encouraged to liaise with them to ascertain which tasks have priority. Some clients only want shopping, some only want cleaning or ironing, etc, some may want both.

Getting Started

When we have received satisfactory references for you, you will be asked to complete a Disclosure & Barring Service (DBS) Application Form, which is an essential requirement for all Age UK Calderdale & Kirklees employees.

The DBS disclosure fee will be paid by Age UK Calderdale & Kirklees, but if you leave the organisation within the first six months of employment, the payment will be deducted from your final pay.

You will then be required to attend a Domestic Service Staff Induction session. This will take place shortly before you go out to work as a home-helper and it will take approximately 3 hrs, for which you will be paid.

This is valuable time spent with other new employees and staff from the service, and is your opportunity to learn about the service, ask any questions you may have, and generally talk through any situations you may find yourself faced with as a home helper.

INFORMATION THAT YOU SHOULD BE AWARE OF BEFORE YOU RETURN YOUR APPLICATION FORM

You will build your rota slowly – we cannot guarantee you the hours of your choice to start with – you may only start with 3 or 4 sessions per week.

Where do we work?

We employ home-helpers in all areas of Calderdale & Kirklees.

Applicants should be prepared to occasionally travel outside of their own neighbourhood to help cover staff absence.

How many hours can I work?

We ask prospective employees for a minimum commitment of 9 hours a week (6 clients) up to 30 hours a week in total (20 clients).

How soon can I build my client list?

We will find your clients for you; however, if you are intending to work a full week (up to 20 clients) we are not able to guarantee you a full rota straight away. New employees usually commence with 4 to 6 clients to begin with, and then gradually increase their rota over the next few weeks.

Is my income guaranteed?

You are paid for however many sessions a week you cover, however, if your client is ill or on holiday and you are unable to make your visit, you will not be paid. In such circumstances we can occasionally find alternative clients for you to 'cover' as a one-off, thereby keeping your weekly wage consistent, but we are unable to guarantee this.

WE DO NOT WORK EVENINGS OR WEEKENDS