Date as postmark

Dear Applicant

**Sessional Home Helper**

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

* Job Description
* Person Specification
* Application Form
* Notes on our Recruitment Process
* Equal Opportunities Monitoring Form
* Background Information about the Shopping and Cleaning Service

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 substitute for completing the application form.

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

Please return your completed application form to address below. If you would like further information please contact Lisa Dorward on 01422 252 040.

**If you are selected for an interview you will be notified by post.**

Yours faithfully

C Rodmell

Carol Rodmell

**Quality Manager**

Enc

**Age UK Calderdale & Kirklees**

**JOB DESCRIPTION**

Post:**Sessional Home Help -**Huddersfield area

Hours:**Flexible –**by prior arrangement – a minimum commitment of nine hours per week up to a maximum of 30 hrs per week

Salary:**As per current legislation**

Reporting to:**Service Scheduler**

**(DRIVER WITH ACCESS TO A VEHICLE DURING WORKING HOURS ESSENTIAL)**

……………………………..

**Organisational and general responsibilities**

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.

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

**Key areas of responsibility:**

* 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 assistance with shopping.

**Principal 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.

* You will be paid for the hours worked in the home.

* 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 accurately complete and return to the office, on the due dates, any paperwork required. To accurately record your arrival/leaving time - you will only be paid for time spent in the house.

* 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.

**Other Duties and Responsibilities:**

* To ensure client involvement in implementing work plans and to respect personal decisions made by the client with regard to how tasks are done for them.

* 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.

***DOMESTIC SERVICE***

Sessional Home Help

**Person Specification**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Essential** | **Desirable** | **How Identified** |
| Driver with access to a vehicle during working hours | Essential |  | Application and    Interview |
| Basic knowledge of domestic cleaning/laundry/ironing in the home | Essential |  | Application and    Interview |
| Cash handling /experience of shopping | Essential |  | Interview |
| Empathic attitude to older and disabled people | Essential |  | Application and Interview |
| Capable of working on own initiative | Essential |  | Interview |
| Good written and verbal skills | Essential |  | Application and Interview |
| An ability to provide a punctual, reliable and consistent service to clients | Essential |  | Application, Interview and References |
| Flexible attitude to working hours |  | Desirable | Application and Interview |
| Access to transport/willing to travel within area/local geographical knowledge |  | Desirable | Application and Interview |
| Previous experience in home helping or cleaning employment |  | Desirable | Application and Interview |
| Ability to deliver the service in a varied and possibly challenging setting |  | Desirable | Application and Interview |

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, and prescriptions etc. There is no personal care or food preparation involved. Clients can have the service weekly or fortnightly and sessions last for 1½ hours.  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 have use of a car in working hours, and 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

**APPLICATION FORM**

*Private and Confidential*

**Please write in block letters using black ink, or type. Where necessary**

**continue your answers on a separate sheet of paper.**

***Please refer to the guidance notes on completing the application form enclosed.***

|  |  |  |
| --- | --- | --- |
| **Applicant’s Details**    Surname    Address            Postcode    Date of Birth | | Forenames    Preferred Title (Miss, Ms, Mr, etc)      Tel No’ Day    Tel No’ Evening    Mobile No’    E Mail address |
| ***(\*Note – this information is not provided to recruitment officers until interview short listing has been completed)*** | | |
|  | | |
| **References: Please give the name and FULL address of two referees (which should be your present/last employer)** | | |
| Name    Address            Postcode    Tel No’    Position | Name    Address            Postcode    Tel No’    Position | |
| *\*****References may be obtained prior to the interview process, but only consulted after selection has been completed.***  ***If you would prefer your employer NOT to be contacted at this time, please indicate here with a tick***[Symbol] | | |
|  | | |
| **DECLARATION:**  **The information given on this application form is true and correct to the best of my knowledge and belief, and can be treated as part of any subsequent contract of employment.**  **I understand that any false statement may be sufficient cause for rejection, or if employed, dismissal.**    **Signed…………………………………………………                     Date………………………………………………** | | |

**AGE UK CALDERDALE & KIRKLEES**

**BASIC TERMS OF EMPLOYMENT**

**SALARY**

As outlined in the advertisement and job description for the position

Salaries are paid on (or before) the last day of each month and cover the period from the beginning to the end of that month.

**PROBATION**

All employees are subject to a 6 months probationary period, which can be extended if deemed necessary.

**HOLIDAYS**

Annual leave is 25 days, plus 8 bank holidays (pro rata for part time employees).  The annual leave year runs from 1st April to 31st March.

Additional days are awarded for long service.

**HOURS OF WORK**

Normal hours of work are 37.5 per week.  These in general are Monday to Friday from 9.00 am to 5.00 pm (less half an hour for lunch).  Some unsocial hours, flexibility and weekends may be necessary, dependent upon the post.

Age UK Calderdale & Kirklees is committed to flexible working options and will consider part time, job share and flexi-time where possible.

**NOTICE PERIODS**

During the first four weeks of employment either the employee or Age UK Calderdale & Kirklees may give one week’s notice to terminate employment.  After four weeks the following notice periods apply:

After four weeks an employee must give one month’s notice to terminate employment with Age UK Calderdale & Kirklees.

If Age UK Calderdale & Kirklees terminate employment, with the exception of dismissal for gross misconduct, the following notice periods will apply:

|  |  |
| --- | --- |
| Employment of up to 4 years | One month’s notice |
| Employment of 4 – 11 years | One week’s notice for each complete year of service |
| 12 years and over | Maximum 12 weeks notice |

**SMOKING AT WORK**

Age UK Calderdale & Kirklees operates a ‘No Smoking’ policy throughout its premises.

**DISCLOSURE & BARRING SERVICE**

Age UK Calderdale & Kirklees recognises its responsibility to its clients and wider community to take account of offences that may have a direct bearing on a candidate’s suitability for a post.  The exemptions order of the Rehabilitation of Offenders Act allows Age UK Calderdale & Kirklees to enquire into the criminal background of prospective employees whose role will involve working with the elderly or vulnerable groups.

If you are successful in your application for this post it will be a condition of appointment that all unspent criminal convictions, cautions, reprimands or warnings (if any) are declared.

Any information declared under this requirement will be treated in the strictest confidence and used only to determine suitability for this post.  Please note that the disclosure of a criminal record may not necessarily disbar you from appointment.  However, failure to disclose a criminal record will, most likely, lead to the termination of any contract.

Age UK Calderdale & Kirklees will cover the cost of the Disclosure and Barring check and enrolment onto the DBS Update Service as required.  However, if your employment is terminated for any reason during the 6 month probationary period then the cost of this will be deducted from your final pay or, if final pay is insufficient, an invoice will be issued.

**ASYLUM AND IMMIGRATION ACT 1996**

Age UK Calderdale & Kirklees has a specific legal responsibility to make basic document checks on every person they intend to employ.  By making these checks Age UK Calderdale & Kirklees can be sure that they do not break the law by employing illegal workers.

All successful employees will be required to produce original documents such as a passport, national identity card, residence permit or registration card from the Home Office.  Failure to produce the required documents will lead to the termination of any contract.

Further information on the documents required will be issued to the successful candidate.  However, if you have any questions prior to completing your application form then please contact the Administration Section whose telephone number will be on the letter accompanying your application pack.

**EQUAL OPPORTUNITIES MONITORING**

PLEASE READ THE STATEMENT ON THE BACK OF THIS SHEET BEFORE COMPLETING THIS FORM

|  |  |  |
| --- | --- | --- |
|  | Application Number  (completed by   Administration) |  |
| **Application for employment or volunteer?** |  | |
| **What Job have you applied for** |  | |
| **Where did you see this vacancy advertised** |  | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Gender (ie Male/Female)** | | |  | |
| **Date of Birth** |  | | **Age** |  |
| **What is your religion?** | |  | | |

|  |
| --- |
| **What is your ethnic group?**  Choose ONE Section from A to E and then tick the appropriate box to indicate your cultural background |
| WHITE   |  |  | | --- | --- | |  | British | |  | Irish | |  | Any other White background (Please state) | |
| MIXED   |  |  | | --- | --- | |  | White and Black Caribbean | |  | White and Black African | |  | White & Asian | |  | Any other mixed background (please state) | |
| ASIAN OR ASIAN BRITISH   |  |  | | --- | --- | |  | Indian | |  | Pakistani | |  | Bangladeshi | |  | Any other Asian Background (please state) | |
| BLACK OR BLACK BRITISH   |  |  | | --- | --- | |  | Caribbean | |  | African | |  | Any other black background (please state) | |
| CHINESE OR OTHER ETHNIC GROUP   |  |  | | --- | --- | |  | Chinese | |  | Any other ethnic group (please state) | |

**EQUAL OPPORTUNITIES MONITORING**

In order to ensure compliance with legislation such as the Race Relations (Amendment) Act 2000, the Disability Discrimination Act 1995, the Employment Equality (Religion or belief) (Sexual Orientation) Regulations, Age UK Calderdale and Kirklees holds monitoring information on its applicants, employees and volunteers.  Please take a little time to complete this information before returning with your application form.  This will ensure that any information we have is entirely accurate and not misleading.

Please note that the information supplied on this form will be used solely for monitoring purposes, or ensuring that your application and/or subsequent employment is treated equitably. Such information provided will be kept securely and will not be divulged to any third party other than as numerical statistics.  At no point will an individual be identified during monitoring exercises.

The information on this form will be treated confidentially and will not be used for selection purposes.  As soon as the form is received in administration it is separated from the application form and stored separately.   It is not forwarded to anyone involved in the interview process.

This form and your application form will be held on file for a period of six months following application, after which it will be destroyed.  This is in order to answer any queries that may arise regarding the recruitment process.

If you are successful in your application, then this form will be maintained on your personnel file, which is kept in a secure location and only accessed by those who have appropriate authority.

***YOUR APPLICATION AND OUR RECRUITMENT PROCESS***

**Thank you for your interest in this vacancy.  You will find enclosed with these notes, a job description and personal specification with information about the job.**

**Equal Opportunities**

Age UK Calderdale & Kirklees is working towards Equal Opportunities for all, both in its work as an agency and as an employer.  We expect that all employees will work to promote this policy.

**Completing the Application Form**

The information you provide in your application is the only information we will use in deciding whether or not you will be shortlisted for an interview. Your application form is therefore very important and the following advice is designed to help you to complete it as effectively as possible.

Read the job information carefully. The vacancy advertised is based on a job description which lists the main duties of the post, and a person specification which describes the skills, experience and qualifications we are looking for.  So please read these carefully so that you know what the job involves and the range of expertise required.

Decisions about who will be selected for interview will be based on the information you give in your application form.  Therefore, application forms should be filled in as completely and clearly as possible so that we can consider all candidates on the same basis.  DO NOT SUBSTITUTE A C.V. FOR YOUR COMPLETED FORM PLEASE.  The important thing is to tell us about your relevant skills, knowledge and experience to the job.  We are unable to guess or make assumptions.  Please address all the criteria listed in the person specification.

Please ensure that you complete all sections of the form, and that the information, dates, details etc. are correct and that you use dark ink (black shows up best when photocopied.)

**Returning Your Form**

The job information will state by what date and to whom you should return your completed application form.  Remember to keep a copy for reference.

**Shortlisting**

Shortlisting will be based on the skills and experience you show.  After the closing date, the application forms will be read carefully to see how each person’s skills and experience relate to the job requirements.  Applicants who meet these requirements will be shortlisted and called for an interview.  Shortlisted candidates may be asked to complete a task as part of the selection process.

**If you are shortlisted for interview……**

The interview panel will normally be made up of two or three people who will be asking similar questions of each candidate, covering key aspects of the job.  The questions are intended to allow the candidate to expand on his / her application, and to show the panel how far the requirements of the post are met.  During the interview the candidate will have an opportunity to ask questions about the job, conditions of service etc.  The panel will keep a record of their assessment of each candidate so that the reasons for their decision are clear, consistent and justifiable.  Candidates should therefore not be worried about the panel taking notes during the interview.

**AGE UK Calderdale & Kirklees - Application Form  App. No ......... (for official use only)**

For which post are you applying?

How did you learn of this vacancy?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Education** – Schools, Colleges, Universities and dates | Subject | Level | Grade | Year Obtained |
|  |  |  |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Training / Qualifications** – Organising Body | Subject / Course | Result | Year Obtained |
|  |  |  |  |
|  |  |  |  |
| **Membership of Professional Bodies** – Body | Grade of Membership | If By Exam | Date |
|  |  |  |  |

**Employment History** *– Include voluntary work/career breaks/period of unemployment.*

Current Post Title

Name and Address of present employer, and brief description of duties.

Date appointedDate Left *(if relevant)*  Annual SalaryNotice Required

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Reason for leaving *(if relevant)*

**Previous Posts** – *start with the most recent*

|  |
| --- |
| Dates from / to       Name, Address and type of           Salary           Reason For Leaving                                 Business employer |
| 1. |
| Job Title / Duties and Responsibilities |
|  |
| 2. |
| Job Title / Duties and Responsibilities |
|  |
| 3. |
| Job Title / Duties and Responsibilities |
|  |
| 4. |
| Job Title / Duties and Responsibilities |

**Experience and Skills** – Please state your reasons for applying for this post.  You should give details of the relevant skills, experience and knowledge you possess that demonstrate how you meet each short listing requirement of the Person Specification.  The decision to shortlist you for interview will be based on the information you provide on the form, and any accompanying documentation.  Please read the enclosed guidance notes on completing this application form.  *Continue on a separate sheet if necessary – no more than two sides of A4 please.*

**Health**

Please give details of any relevant condition which could affect your ability to do the job.

**Additional Information**

Do you hold a current, full driving license? YES/NO

Do you need a work permit? YES/NO

Please state any public service/duties

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Disclosure and Barring Service**

It is the policy of Age UK Calderdale & Kirklees to undertake enhanced Disclosure & Barring Service (DBS) checks when appointing staff (where the role requires it), in recognition of its responsibility to safeguard clients and the wider community, and ensure staff are suitable for their role.

The exemptions order for the rehabilitation of Offenders Act, and amendments to the Exceptions Order 1975 (2013) also authorises us to require you to tell us if you have any unspent convictions, cautions, reprimands or warnings.

It is a condition of appointment that all unspent convictions, cautions, reprimands or warnings (if any) are declared before appointment.

Any information declared under this requirement will be treated in the strictest confidence and used only to determine suitability for this post***.  Please note that the disclosure of an unspent*** ***criminal record, or any other financial or regulatory problem, may not necessarily disbar you from appointment.  However, failure to disclose such a record will, most likely, lead to the termination of contract.***

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Declaration**

The information given on this application form is correct to the best of my knowledge and belief.

I understand that any false statement may be sufficient cause for rejection, or, if employed, dismissal.

Signed\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_

By signing and returning this application form, you consent to Age UK Calderdale & Kirklees using and keeping information about you or by third parties such as referees, relating to your application or future employment.  This information will be used solely in the recruitment process and will be retained for 6 months from the closing date on the application.  Such information may include details relating to ethnic origin and disability.  These will be used solely for internal monitoring and will not be disclosed to anythird party.