

JOB DESCRIPTION

JOB TITLE: Home Help

JOB PURPOSE: The Help at Home Worker will undertake a range of tasks for older people in their own homes, according to their needs and wishes and under the direction of the Services Manager and working within the policies of Age UK Cheshire East

ACCOUNTABLE TO: Services Manager

Duties and Responsibilities

1. To undertake the allocated tasks to agreed standards as requested by the Services Manager within a specified time.
2. To establish a good relationship with the client's and their carers and, where appropriate, professional carers, such as health or social workers.
3. To report to the Services Manager if there are any concerns for the well-being of the client.
4. To maintain weekly work records as requested by the Services Manager and to complete annual client Health and Safety update forms.
5. To collect all monies due from any cheque paying clients and sign the client's payment record
6. To ensure time sheets & mileage sheets are sent into the office at the end of each working week.
7. To report any changes to your rotas and / or client call times.
8. To report verbally to the Services Manager/Home Help administrator on a regular basis.
9. To maintain confidentiality of all client's information.
10. To wear your uniform **at all times when working** and **always carry your ID badge with you.**
11. To maintain agreed standard of work. Be mindful of Health and Safety for oneself and the customer. To work within Health and Safety at Work Act 1974.
12. To attend training sessions when required by the Organisation
13. To ensure that your vehicle is in good working order, has all the necessary legal requirements and to provide all relevant documentation to the Services Manager on request
14. To provide the Services Manager with details of their driving licence and give consent to Age UK Cheshire East to perform a driving licence check.
15. To either hold a valid food hygiene certificate or be willing to complete a food hygiene course and refresh when necessary.
16. To adhere to the Organisation's sickness and annual leave request procedure.

This job description will be reviewed from time to time and may be updated depending on the changing needs of the service.