

Main purpose of job

To enhance the lives of older people by offering a high-quality support in their own homes. This may include aspects of home support, gardening, activities or administration; tailored to meet the individual needs of the clients and aimed at supporting them to maintain independence and promoting well-being.

To offer a user-focused service, ensuring good practice, confidentiality and integrity at all times.

Main responsibilities

1. To follow a monthly rota to deliver practical assistance in accordance with clients individual wishes & circumstances, and with full attention to good practice, cleanliness and considerations of others. This may include:
 - Cleaning & pre-cleaning tasks which includes hovering, dusting and the cleaning of kitchens and bathrooms.
 - Delivery and collection of laundry from the launderette
 - Assisting with food preparation
 - Meal Delivery
 - Shopping – this can include a large weekly shop carrying groceries to and from the car.
 - Companionship & escort support
 - Light Gardening
 - Activities in the home / promotion of social inclusion where appropriate
 - Home Administration
 - Carers break
 - Supported Walks
2. Maintain regular communication with the admin team via phone, email and hub meetings.
3. Accept and seek consultation and care supervision from your Active Living Line Manger.
4. Ensure the service provided is of a high quality and responsive to individual client needs by participating in regular service reviews with the Active Living team, this should include regularly seeking feedback from people that use the service.
5. To accurately maintain records and worksheets, with full consideration to Data Protection. At all times respecting confidentiality and reporting any concerns or safeguarding issues to the Active Living Team. To use Share file and other IT platforms to share information safely.
6. Carry out holistic assessments and ongoing risk assessing for clients wishing to access the service with an understanding of local support organisations and internal services.
7. Carry out any other duties as required by the Active Living Team, which are consistent with the duties and responsibilities of the post.

Key contacts and relationships

The post holder will be responsible to the Director of Integrated Operations, Active Living Team Lead or Community Hub & Wellbeing Manager depending on locality.

Job context

This post is subject to a satisfactory Enhanced Disclosure and Barring Service (DBS) check with Adult barred list check.

Travel is an essential part of the role; the post-holder will therefore be required to travel independently to various day service venues in order to fulfil the requirements of the role.

The postholder will be required to adhere to the organisations Code of Conduct and demonstrate commitment to our organisational values.

Our goal is inspiring individuals and communities to age well. We recognise that each person is an individual and we put them and their lifestyle needs at the forefront of all that we do. We believe that, by enabling a person to live the life they want, to the best of their abilities, using their own motivation to achieve their chosen lifestyle, they will attain a greater sense of well-being. This, in turn, is shown to have a positive impact on their health, reducing their dependency on formal health and social care, and helping them feel more connected to the people and activities in their local community.

Every volunteer and staff member within Age UK Cornwall & The Isles of Scilly is expected to uphold and promote these values in every aspect of their role, positively influencing and challenging attitudes and practice to enable others to adopt the same values.

The above description is correct as of Jul 2026. The post-holder is expected to undertake duties relevant to the role, some of which may develop and change over time. Therefore, this job description will periodically be reviewed and amended in consultation with the post holder.

Signed Date

Person Specifications

Key competencies, skills and experience	Essential	Desirable
Qualifications		
None applicable		
Experience		
Experience of engaging positively with a person in their own home	X	
Experience of practical support, including cleaning to a high standard	X	
IT experience in order to access client information via a safe and secure file sharing and transfer service and in order to participate in online training sessions and meetings as required (reasonable adjustments will be considered)	X	
Gardening		X
Care planning & risk assessing		X
Experience in care / community work including working with people with dementia		X
Safeguarding referrals		X
Relationships		
The ability to communicate effectively with a wide range of people including people of all ages, staff and volunteers	X	
Equality and Diversity		
Experience of working face to face with vulnerable and disadvantaged people in a range of settings		X
An understanding of, and interest in the people who access our services, their situations and the opportunities they may want and/or need	X	
Skills and Knowledge		
Skill and ability to meet the training requirements of the post, including but not limited to data protection, health & safety, infection control, moving and handling, safeguarding, first aid, risk assessing and food hygiene; and skilled in applying this learning to all interactions with people who use the service	X	

Ability to offer a high-quality Active Living service and understand the importance of customer retention	X	
Skill and ability to conduct yourself in a professional and considerate manner at all times, providing excellent customer service as part of an integrated experience	X	
Excellent verbal and written communication skills.	X	
Ability to form positive and constructive working relationships with colleagues, volunteers and the people who use our services	X	
Ability to offer a high-quality Active Living service and understand the importance of customer retention	X	
Understanding of importance of infection control and PPE use; adherence to using and disposing of PPE correctly – Masks, Gloves & Aprons	X	
Understanding and adherence to the organisation's Accident and Emergency Procedures	X	
Full understanding of the confidentiality requirements of the role; acting within the organisation's policies and procedures, and the protocols of the team.	X	
Full Understanding and adherence to the Active Living Support Assistants Standards & Guidelines	X	
Understanding of and adherence to organisational Code of Conduct, and relevant policies including but not limited to Data Protection & Confidentiality, Safeguarding, Health & Safety and Lone Working	X	
Qualities		
Friendly and caring nature with a commitment to understanding the needs of the people who use the service	X	
Commitment to continuous personal development, attending and achieving the required standards of training, including mandatory training. E-Learning and update sessions	X	
Positive and good-humoured can-do solution focused attitude	X	
Self-autonomous and used to taking personal responsibility	X	
Other		
A Disclosure and Barring check satisfactory to the organisation	X	
Access to own transport and ability to travel across the locality on a regular basis, including to visit people in their own homes, arriving on time to meet the needs of the service	X	
Willingness to work flexible hours when required to meet work demands	X	