



## JOB DESCRIPTION

**Post Title:** Support Worker

**Reporting Line:** Home Support Administration Office staff

**Summary of post:** Age UK Coventry & Warwickshire's Purpose: Age UK Coventry & Warwickshire aims to promote the well-being of older people in Coventry and Warwickshire to help make later life a fulfilling and enjoyable experience.

Team Purpose: The Home Support Service aims to support people to stay in their own home and maintain their independence by providing assistance with those tasks that they are unable to do alone. The service will provide help with a wide variety of tasks for example cleaning, shopping, going to visit friends or relatives and getting to the doctors. Clients will be charged a reasonable amount for this service.

**Hours of work:** Flexible working hours to be arranged. Service operates Monday to Friday 9.30am to 4.30pm

**Location:** In clients' homes and in the community. Our Service covers Coventry & Warwickshire, North Warwickshire, Rugby, Leamington & Stratford Upon Avon.

**Salary:** £10.42 per hour, travel time and mileage between clients,

### Duties and Responsibilities (subject to COVID-19 guidelines)

1. To support older people, in a flexible manner, to undertake those tasks that they cannot do alone, to either work with the older person or to do the tasks for them depending on the older persons' needs and wishes. Below are some examples of what these tasks may include. However, this is not an exhaustive list and support workers will be required to be flexible. Staff should not expect to be able to pick and choose what they will and will not do; flexibility will exist but be limited. For example: someone with bad hay fever could still be employed even if they could not cut grass.

#### Example tasks:

- General cleaning such as hoovering, mopping, dusting, changing beds, cleaning reachable windows and emptying bins etc.
- Laundry and ironing
- Going shopping with or for the older person
- Collecting pensions and prescriptions
- Reading Correspondence and writing letters
- Assistance with some meal preparation and cooking
- Light gardening

- Escorting older people out and about either on the bus, in a taxi or in your own car (where a car has business insurance). For example, a trip to a gardening centre, a doctor's appointment, an appointment at a solicitor etc.
  - Tea and chat
2. To report back to the office any concerns about the well-being of the client or concerns about risks to yourself. To be aware of and follow guidelines as set out in Age UK Coventry & Warwickshire's protection of vulnerable adults procedures.
  3. To keep work records as requested.
  4. Make phone calls using clients' landline or Age UK Coventry & Warwickshire's issued Iconnect phone at start & end of visit and ensure that time sheets are signed and returned to the office on time. To inform the service office of any amended, missed visits or cancelled appointments.
  5. To have an awareness of other Age UK Coventry & Warwickshire's services from which the client may benefit and raise these with the client when appropriate.
  6. To attend mandatory training and meetings as requested by the office.
  7. Assist client when paying invoices and bills and issue receipts for any money/cheques handled in line with Age UK Coventry and Warwickshire's processes & procedures.
  8. Any other tasks as reasonably requested by the office.

All staff have an individual responsibility to comply with the organisation's policies and practices.

This job description will be reviewed annually in line with appraisals.

Employee Signature.....Date.....

*Please print name* .....

## Person Specification: Support Worker

	Essential	Desirable	Tested At
<b>Knowledge and Experience</b>			
Experience of undertaking domestic tasks such as cleaning and laundry (can be with your own home)	✓		
Experience of working with older people may be an advantage but is not compulsory.		✓	
<b>Skills and Abilities</b>			
A friendly and patient manner and the ability to work with older people.	✓		
A hands-on approach balanced with the ability to listen to the older person and ensure that they are as involved with each task as they want to be.	✓		
Highly self-motivated and able to work confidently on own initiative, with minimal supervision.	✓		
Flexible approach to work particularly as the service is continuously developing.	✓		
A genuine desire to work with older people and help them improve or maintain their quality of life and independence.	✓		
Well organised and the ability to manage time well.	✓		
Basic literacy and numeracy to a level which will enable you to read and write letters and read labels in shops and on food products and understand bills and statements etc.		✓	
<b>Personal Qualities</b>			
Warm	✓		
Friendly	✓		
Approachable	✓		
Helpful	✓		

- The post will be subject to a successful DBS check.
- A full driving licence valid for use in the UK as driving and access to a car is a necessary part of the role. (You will need to present 2 parts of your driving licence- paper & photo card)
- Reasonable travel expenses between clients' houses will be paid subject to support worker having the required vehicle insurance.