

## JOB DESCRIPTION

### Role

Job Title:	Home Support Assistant
Accountable To:	Promoting Independence Manager

### Role Overview

As a Home Support Assistant with Age UK Devon, you will play a vital role in helping older people remain independent, safe and supported in their own homes. You will provide practical assistance, companionship and enabling support tailored to each individual, helping them to manage everyday tasks and stay connected to their community.

Working directly in clients' homes, you will support with light household tasks, shopping, meal preparation, organising paperwork and attending appointments or social activities. Just as importantly, you will offer reassurance, conversation and a trusted presence, building meaningful relationships that enhance wellbeing and reduce loneliness.

You will be part of Age UK Devon's Promoting Independence service, working closely with colleagues and the wider organisation to ensure clients can access information, advice and additional support when needed. This is a rewarding frontline role that makes a genuine difference to people's lives across Devon, while upholding Age UK Devon's values of dignity, respect and inclusion.

### Job Purpose

To deliver Age UK Devon's Enabling & Home Support Service, providing a high-quality, person-centred and professional service that supports clients to live independently in their own homes.

### Key Responsibilities

#### Practical Service Delivery

- Carry out light household tasks including cleaning, laundry, ironing and maintaining a safe and comfortable home environment.

- Support clients to organise and attend appointments, activities or social opportunities within the community.
- Undertake shopping for, or with, clients as required.
- Assist with basic household administration, such as filing paperwork and organising correspondence.
- Plan and prepare light meals in line with clients' needs and preferences.

### **Duty of Care**

- Report any concerns relating to a client's wellbeing, safety or changing needs promptly to the Promoting Independence Manager.
- Report any changes, such as cognitive, capacity, personality, home dynamic, or mobility back to the office.
- Alert the office to occasions where a client's needs have surpassed what we are able to offer in any way.
- Ensure the client has access to other services that may benefit them; in the least that they have our Information & Advice telephone number and awareness of how this Age UK Devon Service can support them.

### **Quality and Monitoring**

- Always wear the provided Age UK Devon branded clothing (polo shirt & hoodie) and photo ID name badge during allocated work.
- Encourage and gather feedback from clients to help inform and improve current and future service provision.

### **Other**

- Ensure that you read all correspondence from Age UK Devon so that you are up-to-date with new projects and how they may benefit your client(s) and convey these to clients where applicable and appropriate.
- Liaise with other Age UK Devon staff to ensure clients receive all other necessary services and support.
- Undertake any other reasonable and relevant duties appropriate to the role.

## **Personal Performance and Development**

- Complete the mandatory employment induction in line with Age UK Devon's onboarding process.
- Complete all required e-learning modules during the probationary period and as scheduled thereafter.
- Actively participate in one-to-one support sessions with the Promoting Independence Manager.
- Attend group team meetings and the annual staff event.

## **Age UK Devon's Values**

Our values underpin how we work and help us achieve our mission.

- We support older people in Devon to take positive action to improve their lives, independence and wellbeing.
- We provide clear expert quality assured information, advice and support to help older people make informed choices about their lives.
- We embrace the diversity of our clients, staff and volunteers; and we listen to and value all contributions.
- We promote and enable active and fulfilling later lives.
- We encourage meaningful social connections to tackle loneliness and isolation.

## **Equality, Diversity and Inclusion**

Age UK Devon is committed to promoting equality, celebrating diversity, and fostering an inclusive environment for all. We welcome applications from individuals of all backgrounds, cultures, and experiences, and are especially keen to hear from people who reflect the diverse communities we serve.

We strive to ensure that our services and employment practices are free from discrimination and accessible to everyone, regardless of age, disability, gender identity, race, religion or belief, sex, or sexual orientation.

As an equal opportunities employer, we are proud to champion a workplace where everyone feels respected, supported, and empowered to thrive.

## PERSON SPECIFICATION

Age UK Devon is looking for people who share our commitment to helping older people live safely, independently and with dignity. The following criteria describe the qualities, experience and values needed to succeed in this role.

### Values and Approach

#### Essential

- A genuine commitment to supporting older people to live independently and improve their quality of life.
- Compassionate, respectful and non-judgemental approach, with the ability to build trust and positive relationships.
- Commitment to treating all clients, colleagues and volunteers with dignity, fairness and kindness.
- An understanding of confidentiality, boundaries and professionalism when working in people's homes.
- Willingness to work in a person-centred way, adapting support to individual needs, preferences and choices.

### Skills and Abilities

#### Essential

- Excellent interpersonal and communication skills, with the ability to listen sensitively and communicate clearly.
- Ability to work independently, managing time effectively across multiple visits and tasks.
- Good organisational skills and the ability to prioritise tasks during each client visit.
- Sound judgement and the confidence to raise concerns appropriately to keep clients safe.
- Basic digital skills, including the ability to use a smartphone app and email for work purposes.
- Ability to follow instructions, procedures and support plans accurately.

#### Desirable

- Experience of working in a role requiring empathy, discretion and strong people skills.
- Familiarity with using digital systems or mobile working tools.

### Experience

#### Essential

- Experience of carrying out practical tasks such as cleaning, shopping, meal preparation or organising daily activities (paid or unpaid).
- Experience of supporting or caring for others in a professional, voluntary or personal capacity.

#### Desirable

- Experience of working with older people or vulnerable adults.
- Experience of working in other people's homes.
- Experience of working or volunteering in a charity or community-based organisation.

## **Knowledge and Understanding**

### Essential

- Awareness of the challenges some older people may face, including health, mobility, isolation or changes in confidence.
- Understanding of the importance of promoting independence rather than doing tasks *for* people unnecessarily.

### Desirable

- Awareness of Age UK Devon's services or similar voluntary and statutory services in Devon.
- Basic understanding of safeguarding and duty of care principles (training will be provided).

## **Qualifications and Training**

### Essential

- Willingness to complete mandatory training and ongoing learning as required.

### Desirable

- GCSEs (or equivalent) in Maths and English.

## **Other Requirements**

### Essential

- Legal right to work in the UK.
- A valid driving licence and access to a vehicle insured for business use.
- Ability to travel independently across the service area.
- Flexibility and reliability to meet the needs of clients.
- Willingness to undertake a DBS check.

## **What We're Really Looking For**

Beyond skills and experience, we're looking for people who:

- Believe older people should be supported to live their lives on their own terms
- Take pride in doing small things well
- Are dependable, kind and thoughtful
- Understand that companionship and conversation can be just as important as practical help