



Recruitment Pack for Home Assistant

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Message from the Chief Operations Manager

We have created many wonderful memories of countless days providing fun, activities and support for our members and for older people in East Grinstead and the surrounding rural area.

We currently provide a Centre where people come every week for meals, company and entertainment; a programme of regular trips, holidays and clubs; exercise, IT and other classes; an excellent Help at Home Service which supports people living independently in their own homes; and a Carers Short Breaks Service, which provides respite for carers of people living with dementia or the elderly and frail.

These services are run by a dedicated and committed team of staff and volunteers, and are supported by a professional team of Trustees.

If you are interested in joining our team and have the skills, commitment and motivation needed to complete the tasks relating to the role, please complete and return the application form included in this pack.

I look forward to hearing from you soon.

Barry Gilbert
Chief Operations Manager - Age UK East Grinstead & District



1.0 About Age UK East Grinstead & District

Age UK East Grinstead & District is an independent local charity (and company limited by guarantee) which is a full brand partner of Age UK.

We are affiliated with the national charity, Age UK, as a brand partner. This means that we work together with Age UK and their 150 other brand partners in a spirit of collaboration and mutual support to achieve our common goals. It also entitles us to use their brand within a set geographical area.

Our Vision

A society in which everyone can enjoy a long and fulfilled life.

Our Mission

To work with and for local older people across our area of benefit to make a real and positive difference to their wellbeing and quality of life.

Our Values

- Integrity – we are honest, open and fair;
- Professionalism - we will maintain confidentiality and consistency throughout our work;
- Communication – we will listen and learn from all our stakeholders - members, staff, volunteers and partners;
- Collaboration - we will work in partnership with other agencies, local and regional, and together as a team to support each other's work;
- Quality – we will strive for excellence in the delivery of our services and activities.

1.1 What we do across East Grinstead & District?

Activity Centre

Swan Mead Activity Centre is the hub of our operations. The office staff are based there and many of our services are delivered there including lunches Monday to Friday. We have regular talks, entertainers and presenters, card/board games, Bingo, music, computer/tablet classes or, for those that want to, it provides a friendly place to chat with like-minded souls.

Trips, Outings and Holidays

Each year we arrange many day trips, outings to places of special interest and group holidays.

Help at Home Service

Our Home Assistants offer support in the home by providing regular domestic help with housework tasks including routine cleaning, bed change, laundry and ironing, as well as shopping on behalf of clients.

Short Breaks for Carers

Our carers respite service was established in 2003 by Age UK East Grinstead, the County Council and the Alzheimer's Society. It was initially designed to support carers or family members of those living with dementia or memory loss but now also caters for the elderly and frail.

Community Outreach Service for the Rural Areas

During 2018 we set up a Community Outreach Service covering the more rural areas of the East Grinstead district to assist older people by linking them to statutory and voluntary groups that offer solutions to specific needs. We aim to enhance residents' lives by promoting independence and wellbeing, increasing involvement in the community by accessing services and offering friendly support. If residents are feeling isolated we offer a friendly face and someone to talk to.

1.2. Working with and on behalf of Local Older People

Involvement with, seeking and listening to the views of local older people including:

- Participating in National Campaigns;
- Influencing our MPs and local government;
- Informing local media;
- Linking and using every opportunity to work with the many local organisations and decision-making groups to ensure that our people and communities are equipped to make the most of later life.

2.0 Our History

Age UK East Grinstead & District was formerly Age Concern East Grinstead and has been operating in East Grinstead town since 1950. The current set-up operates five main services: Swan Mead Activity Centre; Short Breaks for Carers; Trips, Outings and Holidays; Help at Home; and Community Outreach.

The current day centre, Swan Mead, was opened on 31st August 1974 by Mrs. Margaret Lister Williams, the first chairman of the new district council. The project had been urged on by the town's original Old People's Welfare Committee.

The Swan Mead Activity Centre was a long sought after project of the old East Grinstead Urban District Council, begun in its last year before being absorbed by the newly created Mid Sussex District Council in 1974. Swan Mead gets its name from a field on which the Queens Road cemetery is laid, in turn taking its name from the early 18th century Swan pub which fronted the London Road (roughly opposite where WH Smith stands today) and which was demolished in the early 1960s.

Age Concern East Grinstead became a company Limited by guarantee on 8th September 2008, registration no. 6695518. The assets of the original unincorporated association were transferred into the private limited company on 1st October 2009.

The organisation now known as Age UK East Grinstead & District is run by an Executive Committee & Chief Operations Manager, with about twenty staff and Bank workers, backed up by a great team of volunteers. The organisation receives local authority funding from West Sussex County Council (WSCC) and Mid Sussex District Council (MSDC), to help support the services offered. The Chief Operations Manager reports to a Board of Trustees who are ultimately responsible for the correct running of the organisation.

3.0 Home Assistant Role

Background Information

Help at Home is a community based, non-commercial service, available to older people aged 50+ and those with disabilities who live in East Grinstead and the surrounding rural area (including Ashurst Wood, Copthorne, Crawley Down, Felcourt, Sharpthorne, Turners Hill, West Hoathly and Worth). As a charity we are responsible for raising our own funds and are not supported in our everyday running costs by Age UK nationally.

The Help at Home service is concerned not only with providing an excellent housework/shopping service for clients to assist them in running their homes, but also a friendly link for those who are housebound or feel isolated. We provide assistance with general housework, laundry, ironing, bed change, unaccompanied shopping at local shops, plus other small tasks such as simple sewing repairs. We do not provide any medical or personal care.

Hours Worked

In view of inevitable client fluctuations, this role operates on a Zero Hours Contract basis and depending on client demand you may find that you work more hours one week than another.

Hours can be flexible by arrangement but need to be worked between 9am and 5pm as required, although client lists usually finish around 4pm at the latest. Clients are allocated one, one and a half, two or occasionally three-hour slots. As far as possible, Home Assistants are assigned to the same clients, on the same day and at the same time, each week. Appointments are generally timed 15 minutes apart. We also rely on our Home Assistants to assist in covering the absences of each other if the need arises. In most cases a Home Assistant's regular client base builds up gradually and there may be times when you only have a few hours or are not required to work.

You will be assigned to clients as close to your home as possible, but are expected to travel the whole of the area that we cover if client need requires it. Payment will only be made for actual hours worked and therefore no payment will be made for days or times where you are not required to work. If you work at more than one client location on the same day, you will be paid a set ¼ hour (15 minutes) travel time between each additional client, paid at the normal hourly rate. You will also be paid car mileage for travelling between clients. Home Assistants receive a paid holiday entitlement of 5.6 weeks inclusive of public/bank holidays, calculated pro rata according to the paid hours you have worked.

You are not paid for times where you are not required to work or for travel time/mileage from your home to first client, or from last client back to your home.

This is a demanding role so a good level of fitness is required. Home Assistants are expected to be neatly dressed and wear appropriate clothing to enable them to perform the role in a safe and professional manner. Some items are provided to support your role but all cleaning products and equipment used are the clients' own.

As you will be working in the homes of vulnerable adults, this role requires us to conduct an enhanced Disclosure & Barring Service (DBS) check as well as obtaining two references. The cost of the DBS check will be paid for by Age UK East Grinstead & District but reclaimed from you if your employment ceases before completion of a six-month period. We must also have sight of your driving licence, current MOT and vehicle insurance documentation. For this role you will need to ensure that your car insurance incorporates business use. Home Assistants are given appropriate induction and training.

Our Home Assistants are key members of the team reporting to the Home Support Manager.

Salary:

£8.25 per hour plus car mileage between clients at a rate of 45p per mile.

Purpose of Role

To provide regular domestic assistance to older people and those with disabilities living in East Grinstead and the surrounding rural area, working in clients' homes to an agreed work plan.

Our Service leaflet, Job Description and Person Specification can be found below:

***Would you like help with
everyday household tasks?***



***Then put yourself in the safe hands of our
trusted **Help at Home** team***



***We provide domestic support throughout
East Grinstead and the surrounding rural areas***

Same day, same time, same person... every week!

What is the Help at Home service?

Our Help at Home service is available to people aged 50+, and for those who are below this age and registered as disabled, who need assistance in running their home. Our Home Assistants can lend a helping hand with light domestic tasks including:

- Vacuuming, sweeping, dusting and polishing
- Cleaning kitchens, bathrooms and toilets
- Changing bed linen
- Laundry & ironing
- Clearing out and organising cupboards and fridges
- Putting rubbish out
- Cleaning interior windows
- Shopping for clients
- Simple practical tasks such as small sewing repairs or replacing light bulbs (*where health & safety considerations can be satisfied*)

Priority is given to hygiene and safety areas in the home, ie. kitchens and bathrooms. However, we are more than just a cleaning service and also act as a friendly link for those who are housebound or feel isolated. We are happy to help permanently or temporarily – we can provide assistance to those who require help after an accident or operation. Please note we are unable to provide medical or personal care.

Be confident that our caring Home Assistants go the extra mile for our clients and take pride in delivering high quality service in a safe and efficient manner.

Why use the Help at Home service?

Our hand-picked team of motivated Home Assistants are employed directly by us. All carry photo ID and have in place an Enhanced Disclosure & Barring Service (DBS) check and references. Regular training is undertaken.

We understand the importance of maintaining independence at home. Our Home Assistants work with clients to support their wellbeing and enable them to live their lives the way they want to. We work alongside other providers and can help you to access additional services if needed.

We aim to provide the same Home Assistant on the same day and at the same time every week, thus helping to build a secure working relationship between client and Home Assistant.

We have no hidden fees. Clients are invoiced directly by our office each month. No money changes hands between Home Assistant and client, except for when shopping is needed.

We recognise the importance of customer satisfaction and monitor the work carried out by our Home Assistants. We contact clients on a regular basis to ensure that everyone involved is satisfied with all aspects of the service. Office staff are also available to assist when required.

When is the Help at Home service available and how much does it cost?

We operate between 9am and 4pm Monday to Friday and clients are required to have a regular weekly appointment for a minimum of one hour. You can have any number of sessions regularly each week.

There is an hourly charge for the service. Members of Age UK East Grinstead & District receive a discount. We do not make a profit from the service but simply aim to cover our costs. Current prices are available on request.

What should I do now?

As a first step please contact the Help at Home office where a member of staff will talk to you about the sort of help you need. We will then arrange a free no obligation visit to your home to put together a detailed Work Plan for our Home Assistant. We will listen to the details that are important to you and your wishes will be respected at all times. A carefully chosen Home Assistant should be able to start work soon after.

All personal details given are treated in the strictest confidence and we comply fully with the Data Protection Act.

To contact us. Telephone **01342 327046**
or email hah@ageukegandd.org



Swan Mead Activity Centre
Queens Road
East Grinstead
West Sussex
RH19 1BE

www.ageuk.org.uk/eastgrinstead
www.facebook.com/ageukegandd
www.twitter.com/ageukegandd



For further information about other activities, events, holidays and benefits of membership, please contact us as above.

If you are interested in joining the Help at Home team and becoming a Home Assistant we would welcome your call.

Registered Charity No. 1127168 A Company Limited by Guarantee
Company No. 06695518

Job Description

| | |
|----------------------------|--|
| JOB TITLE | Home Assistant |
| BASED AT | Home addresses of clients living across the whole area operated by the organisation. |
| HOURS | Various weekday hours between 9am and 4pm, working to a zero hours contract. |
| POSITION REPORTS TO | Home Support Manager |
| JOB PURPOSE SUMMARY | To provide regular domestic assistance to local older and/or disabled people living independently in their own homes in East Grinstead and the surrounding rural area, working to an agreed work plan. |

KEY TASKS AND RESPONSIBILITIES

- To undertake a range of housework tasks including vacuuming, dusting, cleaning of bathrooms and kitchens, bed change, laundry, ironing and shopping if required, as agreed with the client and Home Support Manager.
- To support clients of the Help at Home Service by conducting regular weekly appointments, through routine client liaison and communication, in evaluating needs and general wellbeing, and by signposting where appropriate.
- To monitor the welfare of each client, keeping aware of issues relating to Safeguarding and to report any recognisable problems or concerns to the Home Support Manager.
- To regularly review assigned client work plans and liaise with the client and Home Support Manager to address any changes necessary.
- To keep accurate records of all client appointments through completion of a weekly timesheet.
- To build strong client and team relationships.
- To place safeguarding and confidentiality at the forefront of all Help at Home operational matters.
- To provide cover for absences of other Home Assistants, as available.

- On occasion to participate in undertaking assessment and re-assessment visits to clients' homes and developing appropriate client work plans to incorporate their needs and choices.
- To be aware of personal and safety needs by working to agreed care and risk assessments ensuring that all legal, health & safety and hygiene matters are correctly adopted, standards are maintained and any hazards or concerns are reported immediately.
- To support the Home Support Manager directly and via Working Group meetings if requested, on all matters relating to the Help at Home Service.
- To participate in gatherings for the support and benefit of staff members of Age UK East Grinstead & District.
- To promote the work of Age UK East Grinstead & District as a visible presence in the community.

Quality

- Routine liaison with clients (and their representatives as necessary) regarding the Help at Home Service, answering queries and dealing with individual requirements and any problems that may arise in conjunction with the Home Support Manager.
- Participate in maintaining and updating records kept by the organisation for the Help at Home Service including individual client notes detailing observations and feedback.
- Put customer/support needs at the heart of all services and activities.
- Contribute to effective and regular processes for customer feedback and engagement ensuring that suggestions, comments and complaints are recorded and fed back to the Home Support Manager to enable improvement and development where required.
- Attend training as required and work in accordance with Age UK East Grinstead & District policies and procedures.
- This role is subject to an enhanced DBS check including barred list.

Levels of Authority

- The job holder will consult with the Home Support Manager on all financial requirements and Human Relations matters.

Person Specification – Home Assistant

| Criteria: E = Essential D = Desirable | E / D |
|---|---|
| Experience: Working with older people and/or vulnerable people. Ability to work on own and deliver to the prescribed requirements. Common sense and a practical approach to problem solving. | D E E |
| Knowledge & Skills: Strong understanding and empathy with the needs of older people to promote independence. Ability to work effectively, courteously and flexibly with individual clients from different backgrounds in a variety of situations to meet service needs. Ability to act discretely, respecting client confidentiality, dignity and privacy. Ability to remain calm when faced with difficult situations. Effective administrative, organisational, written and verbal communication skills. Good interpersonal skills including patience, understanding and a non-judgemental attitude. Ability to monitor and maintain personal standards of hygiene in the home. Good understanding of the importance of Customer Satisfaction. | E E E E E E E |
| Competences: Ability to work on own initiative and prioritise workload. Ability to build and maintain good relationships with clients, other team members, Trustees and outside bodies. | E E |
| Other Requirements: Use of a car and ability to travel the area independently. Understanding and commitment to equal opportunities and discrimination policies. Understanding of health & safety regulations. Understanding of safeguarding responsibilities within the care sector. Willingness to take part in appropriate training. | E E D D E |

4.0 How to Apply

No CV's - application forms only please, together with a completed Equal Opportunities form.

If you wish to know more about this opportunity, please telephone the Home Support Manager on 01342 327046.

Age UK East Grinstead & District welcomes applications regardless of gender, age, ethnic background, disability, sexuality or religion.

Please complete this form in
BLACK INK & CAPITALS and return to:



**Home Support Manager
Age UK East Grinstead & District
Swan Mead Activity Centre
Queens Road
East Grinstead
RH19 1BE**

Alternatively email to hah@ageukeastgrinstead.org.uk

STAFF APPLICATION FORM

Only information submitted on this form will be considered when assessing your application.
CVs are not accepted.

Post Applied For: HOME ASSISTANT

| | |
|-----------------------|--|
| Surname: | |
| First Name(s): | |
| Address: | |
| Telephone No: | |
| Mobile No: | |
| Email: | |

What is the best method to contact you? Telephone / Mobile / Email

EDUCATION/ACADEMIC QUALIFICATIONS

Please start at the top with your most recent education/academic history.

| School/Further Education | Dates Attended From/To (Month & Year) | Qualifications Gained | Grade(s) Achieved |
|---|---------------------------------------|-----------------------------|---------------------|
| | | | |
| | | | |
| | | | |
| Specific Training Relevant to this Position | Date (Month & Year) | Qualification (if relevant) | Grade (if relevant) |
| | | | |

EMPLOYMENT HISTORY

| | |
|---|--|
| From/To (Month & Year) | |
| Employer's Name & Address | |
| Position Held/ Reporting To/Brief Summary of Work | |
| Reason for Leaving | |
| Final/Current Salary | |

EMPLOYMENT HISTORY (continued)

| | |
|--|--|
| From/To (Month & Year) | |
| Employer's Name & Address | |
| Position Held/ Reporting To/Brief Summary of Work | |
| Reason for Leaving | |
| Final/Current Salary | |

| | |
|--|--|
| From/To (Month & Year) | |
| Employer's Name & Address | |
| Position Held/ Reporting To/Brief Summary of Work | |
| Reason for Leaving | |
| Final/Current Salary | |

| | |
|--|--|
| From/To (Month & Year) | |
| Employer's Name & Address | |
| Position Held/ Reporting To/Brief Summary of Work | |
| Reason for Leaving | |
| Final/Current Salary | |

Why do you want to work for us?

Summarise why you would like this job and why you think you are a good candidate. Please relate your skills, knowledge and experience to the Job Description and the criteria in the Person Specification. Please use headings and extra pages if you wish.

[illegible]

Personal Contacts

Please detail any personal contacts or relatives working within Age UK East Grinstead & District on either an employed or voluntary basis:

References

Please give the names and addresses of two referees, one of whom should be your current or most recent employer (if you have worked for your current employer for less than 5 years we may also need to contact previous employers). The other referee should have known you **for at least two years** and **MUST NOT** be a family member. If your circumstances mean that you are unable to provide current references we will be happy to discuss this further with you.

Please give contact details for two referees who meet the above criteria:

Current/Most Recent Employer

| | |
|--|--|
| Name: | |
| Company Name: | |
| Position in Company: | |
| Address: | |
| Telephone No: | |
| Email Address: | |
| Relationship to You? | |
| Can we approach this referee before interview? | |

Additional Referee

| | |
|--|--|
| Name: | |
| Address: | |
| Telephone No: | |
| Email Address: | |
| How Known to You? | |
| Time Known to You? | |
| Can we approach this referee before interview? | |

Next of Kin/Emergency Contact:

Please give details of your Next of Kin or someone to be contacted in the event of an emergency involving yourself:

| | |
|----------------------|--|
| Name: | |
| Address: | |
| Telephone No: | |
| Mobile No: | |
| Relationship to You: | |

Illness

How many days have you been absent from work in the last three years due to illness?

On how many occasions have these absences occurred?

Disclosure of Criminal Convictions

Do you have any convictions, cautions, reprimands or final warnings that are not "protected" as defined by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended in 2013)

YES ☐ NO ☐

The amendments to the Exceptions Order 1975 (2013) provide that certain spent convictions and cautions are "protected" and are not subject to disclosure to employers, and cannot be taken into account.

Guidance and criteria on the filtering of these cautions and convictions can be found on the Disclosure and Barring Service website.

If you have ticked yes, please summarise details below

Previous convictions will not prevent full consideration of your application to work with Age UK East Grinstead & District. Failure to disclose a criminal conviction whilst securing a post could result in the end of the staff member's employment. A Disclosure and Barring Service (DBS) Enhanced check will be requested for all staff and volunteers undertaking specific roles.

Are you happy for the organisation to submit your name for a DBS (Disclosure and Barring Service) check:

☐ Yes ☐ No – please indicate why _____

How We Use Your Personal Information on this Form

The information you have provided on this form will be processed in line with the Data Protection Act 1998. We will keep your personal details safe and will not share them with other organisations.

I understand that my personal details will be kept securely and will be entered onto the Age UK East Grinstead & District database system. I agree to Age UK East Grinstead & District processing and retaining the personal information contained on this form for any purposes connected to my application.

DECLARATION:

I confirm that the information given in this application is accurate and complete and that it may form the basis of a Contract of Employment with Age UK East Grinstead & District.

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

Signed: _____ Date: _____

EQUAL OPPORTUNITIES MONITORING FORM – STAFF, TRUSTEES & VOLUNTEERS

Age UK East Grinstead & District aims to treat everyone fairly and according to their needs, to ensure that services are free from discrimination and prejudice. We also want to make sure that we can support as many people as possible with different needs and from different backgrounds and cultures. To help us do this we would be grateful if you would answer the questions below. Providing this information enables us to monitor our approach to equalities and all information given will be treated in strictest confidence and stored securely.

The form will not be used at any stage in the selection process. A disability or health problem does not preclude consideration for the job and applications from suitable people with disabilities are welcome. Please tick boxes as applicable.

Date of Birth _____

Your Gender Male ☐ Female ☐ Prefer not to say ☐

Your Ethnic Origin:

| | | |
|-------------------------------|--|--------------------------|
| White | British | <input type="checkbox"/> |
| | Irish | <input type="checkbox"/> |
| | Any other White background – please specify | <input type="checkbox"/> |
| Mixed | White & Black Caribbean | <input type="checkbox"/> |
| | White & Black African | <input type="checkbox"/> |
| | White & Asian | <input type="checkbox"/> |
| | Any other Mixed background – please specify | <input type="checkbox"/> |
| Asian or Asian British | Indian | <input type="checkbox"/> |
| | Pakistani | <input type="checkbox"/> |
| | Bangladeshi | <input type="checkbox"/> |
| | Any other Asian or Asian British background – please specify | <input type="checkbox"/> |
| Black or Black British | African | <input type="checkbox"/> |
| | Caribbean | <input type="checkbox"/> |
| | Any other Black or Black British background – please specify | <input type="checkbox"/> |
| Other | Chinese | <input type="checkbox"/> |
| | Romany Gypsy/Irish Traveller | <input type="checkbox"/> |
| | Any other ethnic background – please specify | <input type="checkbox"/> |
| No Response | Prefer not to say | <input type="checkbox"/> |

Your Sexual Orientation

- Heterosexual ☐
- Bisexual ☐
- Homosexual/Gay/Lesbian ☐
- Transgender ☐
- Other ☐
- Prefer not to say ☐

Your Religion/Belief

- Christian ☐
- Buddhist ☐
- Hindu ☐
- Jewish ☐
- Muslim ☐
- Sikh ☐
- Other – please specify ☐
- None ☐
- Prefer not to say ☐

Do you consider yourself to have a disability or long-term illness?

- Yes ☐ please specify

 No ☐ Prefer not to say ☐

Thank you for taking the time to complete this form.

Please return to:

Home Support Manager
 Age UK East Grinstead & District
 Queens Road
 East Grinstead
 West Sussex
 RH19 1BE

Tel. 01342 327046
 E-mail: hah@ageukeastgrinstead.org.uk