

PERSON SPECIFICATION

Job Title: Help at Home Assistant

Responsible to: Help at Home Co-ordinator

Experience:

1. Understanding and experience of domestic duties
2. Working with older people and understanding their needs and wants

Skills and Abilities:

3. Genuine desire to work with older people and help them improve or maintain their wellbeing and independence
4. Friendly and personable manner
5. Patient manner and empathy with older people
6. Work on own initiative with minimal supervision
7. Proactive and flexible approach to work
8. Organised and able to prioritise workload
9. Deliver high operational standards.
10. Ability to listen with a person-centred approach
11. To build trust and empathy with the client

Other Requirements:

12. Presentable appearance
13. Command of English both written and verbal
14. Access to own transport or ability to escort on public or private transport
15. If using own transport then a full driving licence, business car insurance, MOT & tax
16. An Enhanced DBS (Disclosure and Barring Service) check will be required

Other Information:

- Age UK Herefordshire & Worcestershire is a Brand partner of Age UK nationally.
- Age UK Herefordshire & Worcestershire is a member of, and works within, the philosophy and principles of the Age England Association.
- Age UK Herefordshire & Worcestershire is committed to equal opportunities, principles and practice.
- All staff, in their roles and working collaboratively, will be expected to pursue the aims and objectives of Age UK Herefordshire & Worcestershire set out in the overall strategic plan of the Organisation.
- All staff must work within the policies and guidelines adopted by the Organisation
- All staff will participate in the supervision and appraisal systems adopted by the Organisation.

Principles:**Ageism is unacceptable:**

We are against all forms of discrimination; challenge unfair treatment on grounds of age; and represent the views of older people to ensure their voice is heard

All people have the right to make decisions about their lives:

We help older people to discover and exercise these rights

People less able to help themselves should be offered support:

We seek to support older people to live their lives as independently as possible.

We believe people who are supported should be treated with dignity and respect in all supported settings

We believe in working with others to make Herefordshire & Worcestershire a better place to grow older:

We recognise the value of collective action and where possible we will work with others with diverse strengths in our community to ensure older people are cared about