

**Age UK Hertfordshire**  
**Job Description**

<b>Job Title</b>	Help in the Home Service Coordinator
<b>Department</b>	Help in the Home
<b>Location</b>	Head Office – Hertford
<b>Hours</b>	8:30am – 4:30pm (30 hours per week) over 4 days Mondays, Tuesdays, Thursdays and Fridays
<b>Starting salary</b>	£21,979.70 per annum (£25,643 FTE)
<b>Reports to</b>	Help in the Home Manager
<b>Responsible for</b>	Supervisors, Home Help +'s, Home Helpers
<b>Benefits/ entitlements</b>	Pension Scheme and Health Cash Plan after successful probationary period completion. Travel expenses at 45p per mile are paid for the use of your car in the course of your work. Your vehicle must be insured for business purposes.

**Scope:**

- Age UK Hertfordshire is an independent charitable organisation, which observes the values, principles, standards and good practice of the Age UK Federation; and consequently has been granted a license to use the well-known name, Age UK Hertfordshire (AUKH), which is respected throughout the county.
- Our mission is quite simply to “improve the lives of older people in Hertfordshire”, and work to ensure that older people in Hertfordshire are valued, able to live well and retain their independence throughout later life.
- We provide detailed information about our organisation and the range of services we provide on our website [www.ageuk.org.uk/hertfordshire](http://www.ageuk.org.uk/hertfordshire)
- The Service Coordinator post is located within the Help In The Home department, which provides paid for services and income generation to the organisation. The Help in the Home service operates across the whole of Hertfordshire, and the West Essex area and has a team of dedicated staff that operates from the Head Office, based in Hertford.
- The Help in the Home service provides support for older people in Hertfordshire to live independently in their own home by keeping their homes clean and tidy and providing other services, such as shopping.



### **Main purpose of the post:**

- To coordinate Home Helpers and to provide support with the day to day running of the Help in the Home service.
- To ensure a reliable, high-quality day to day delivery of the service and to provide up to date and accurate electronic record keeping.

### **Responsibilities / Duties / Tasks**

- Work with the Help in the Home Manager to market the service to potential clients and home helpers
- Take telephone calls and deal with enquiries to the office
- Deal with clients by assessing and responding to their needs
- Receive referrals, enter relevant information onto the service database and arrange pre-service visits
- Schedule client visits, allocate appropriate Home Helpers, set up records on the computer system and text information to the Home Helper
- Plan ahead, when possible, to arrange cover for annual leave and sickness, and deal with covers arising daily. Liaise with clients and home helpers about changes in the service
- Adhere to Age UK Hertfordshire Health and Safety policies and procedures and arrange risk assessments to ensure the safety of Home Helpers and clients
- Monitor Home Helper schedules to ensure effective delivery of service
- Liaise with the Finance department for payment of Home Helper wages and production of client invoices using IT systems, dealing with invoice inquiries and end of service issues;
- Maintain accurate computer records of both client and Home Helper information
- Produce reports as required
- Implement the Safeguarding guidelines of AUKH
- Assist with the collection of client service reviews
- Work together with the Head of Help in the Home and the team to guarantee ongoing, inclusive and innovative support for Help in the Home Clients
- Attend training, supervision sessions and performance reviews as required and report any incidents, risks, complaints or compliments to the Head of Help in the Home
- Attend and participate in AUKH team meetings and participate in other meetings, conferences and presentations as requested by line manager

### **To recruit and manage Supervisors, Home Helper +s and Home Helpers:**

- Identify and report recruitment requirements and liaise with the HR Team to recruit Home Helpers
- Help to plan and participate in the interview and induction of new Home Helpers and set up new home helpers with clients
- Identify training needs and arrange refresher training as necessary



- Manage and support Home Helpers and liaise with the Help in the Home HR department regarding Home Helper issues
- Supervise the Supervisors and Home Helper +'s and home helpers, including completing performance reviews and supervision documents and support the development of staff.

*'In addition to the duties and responsibilities list, the job holder is required to perform other duties assigned by the line manager from time to time which are commensurate with capability and status'.*

#### **Additional Information**

**Confidentiality:** Attention is drawn to the confidential aspects of this job and personal responsibility and liability under the Data Protection Act 2018. Matters of a confidential nature, including information relating to clients or staff, must not under any circumstances be divulged to any unauthorised person.

**Health & Safety:** The post holder is required to take reasonable care of their own health and safety and that of other people who may be affected by their acts or omissions at work and to ensure that statutory regulations, policies and codes of practice and departmental safety rules are adhered to.

**Equality & Diversity Policy Statement:** We believe that equality for all is a basic human right and actively oppose all forms of unlawful and unfair discrimination. We celebrate the diversity of society and are striving to promote and reflect that diversity within this organisation.

#### **DBS: ENHANCED CHECK REQUIRED**

**Appointment of this position is subject to the receipt of references satisfactory to Age UK Hertfordshire.**