

Age UK Hertfordshire
Registered Charity No. 1116662
Job Description

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| Job Title | Help in the Home Supervisor |
| Department | Help in the Home |
| Location | St Albans and surrounding areas |
| Hours | Part time, 12 hours per week (exact days to be agreed) |
| Salary | £8,162.06 (£23,806 FTE) |
| Reports to | Help in the Home Co-ordinators |
| Benefits/ entitlements | Pension Scheme 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 licence 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
- The supervisor 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, with a team of dedicated staff that operates from the Head Office, based in Hertford.
- The Help in the Home service helps older people in Hertfordshire staying living 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 make regular service visits and telephone calls to Help in the Home customers across the district to ensure client satisfaction.
- To undertake pre-service visits to potential clients and carry out subsequent data inputting.
- Telephone calls and data inputting which can be carried out at the Help in the Home office or home.
- To provide Help in the Home cover in times of holidays or sickness often at short notice and up to 3 visits during the day. To be reactive to the business needs.
- To provide telephone/admin cover for the office-based coordinators.
- The work and times may vary according to customers' needs and operational requirements.

Responsibilities/ Duties / Tasks

The Supervisor role is to arrange appointment times with clients for pre-service visits, ensuring that the calendar is accurate and up to date. Undertake pre-service visits with the prospective clients, carry out assessments and bank forms. Follow up by entering details on to our databases, Charity Log and Staff Plan;

- Carrying out service visits to clients.
- Making regular courtesy telephone calls to clients to ensure satisfaction with service and to see if any changes need to be made.
- Request any adjustments to service following visits and calls with the Help in the Home supervisors.
- Discussing matters of concern with co-ordinators regarding client welfare or home helper performance.
- Providing home helper cover at short notice as time allows which may include domestic tasks, collecting prescriptions or shopping often up to 3 visits per day.
- Attending mandatory training courses (e.g. First Aid, Moving and Handling, Food Hygiene, Dementia) and information update sessions as required.

- Providing basic information about other Age UK Hertfordshire services to clients and referring as appropriate.
- In the event of an emergency situation arising, follow the emergency procedures as set out in the Home Helper's Handbook.
- To read and comply with policies and procedures of the organisation, in particular, the Confidentiality, Health & Safety and Gifts, tips and bequests policies.
- Help market the service and the charity to prospective customers/service users by leafletting in local areas dependent on needs.
- Assist in promoting recruitment of home helpers e.g. placing recruitment postcards etc in local shop windows.

'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 General Data Protection Regulations 2018. Matters of 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.