

Age UK Hertfordshire
Registered Charity No. 1116662
Job Description

Job Title	Home Helper Plus 2 posts available: 1 based in Watford & 3 Rivers locality 1 based in Welwyn & Hatfield Locality
Department	Help in the Home
Location	Based within Watford and 3 Rivers Based within Welwyn & Hatfield with travel throughout the locality. Plus remotely from home.
Hours	18 hours per week, 6 hours per day, 10am – 4pm 3 days per week, days negotiable, preferably to be worked: Watford & 3 Rivers Locality: Tuesdays, Thursdays & Fridays Welwyn & Hatfield Locality: Mondays, Wednesdays & Fridays
Reports to	Help In the Home
Rate of pay	£12,505.37 per annum (£24,316.00 FTE)
Benefits/ entitlements	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 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 Home Helper Plus 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:

The Home Helper Plus will provide a rapid response to the needs of the Help in the Home service by providing both planned and short notice cleaning or shopping visits to clients covering home helper absences, along with undertaking deep cleans when required. It may also include short term regular visits to some clients. The role also includes the distribution of leaflets and postcards to advertise the Help in the Home service and to help with staff recruitment.

Responsibilities/ Duties / Tasks

Travel from your home base

You will be required to travel around Watford and Three Rivers/Welwyn & Hatfield to meet service needs. Your home base will ideally be in that locality but can include some travel out of area as per the needs of the business.

Cleaning and Domestic Duties

You will provide emergency cover for Home Helper sickness or planned cover for Home Helper holidays along with deep cleans which are a two hour visit always with two Home Helpers. Housework may include:

Cleaning – including kitchen, bathroom/toilet

Vacuuming

Dusting/polishing & tidying throughout the house

Laundry/ironing

Changing bedding

Cleaning windows/wiping paintwork (inside)

Food preparation

Sorting/clearing cupboards/fridge, checking food dates

Shopping, prescription collection

Helping with household administration e.g. writing shopping lists, reading/sorting post, posting letters, making/changing appointments.

Reporting any concerns about the client to the Help in the Home office.

Identify any further needs that the client may have and pass them onto AUKH I&A helpline or to the Help in the Home office for signposting onto other services.

Additional office work & ad hoc requirements

Help market the service by distributing leaflets and assist in promoting recruitment of Home Helpers e.g. placing recruitment postcards etc in local shop windows.

Attend mandatory training courses (e.g. First Aid, Food Hygiene & Dementia) and information update sessions as required.

In the event of an emergency situation arising, following 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;

'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 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 and Diversity Policy Statement: Age UK Hertfordshire believes that freedom from discrimination and equality of opportunity are fundamental rights and that each person should be valued regardless of age, race, gender, disability, sexual orientation, and religion or belief. Age UK Hertfordshire recognises that discrimination and victimisation is unacceptable and that it is in the interests of the Charity and its employees to utilise the skills of the total workforce. It is the aim of the Charity to ensure that no employee or job applicant receives less favourable facilities or treatment (either directly or indirectly) in recruitment or employment on grounds of age, disability, gender / gender reassignment, marriage / civil partnership, pregnancy / maternity, race, religion or belief, sex, or sexual orientation (the protected characteristics under the Equality Act 2010).

DBS : ENHANCED CHECK REQUIRED

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