

Job Title:	Help at Home Assistant
Salary:	£11.05 per hour
Hours:	Bank Hours (as and when required to cover for absence) Or Contracted
Days and Times:	Service available Monday to Friday
Responsible to:	Help at Home Services Manager
Responsible for:	N/A
Main Location:	London Borough of Hillingdon, Harrow and local surrounding area
Status:	Bank Hours Contract or Permanent
Main Purpose of Job:	To support individuals who choose to remain in the comfort and security of their own homes and to help them live as independent and active lives as possible by supporting them in an enablement focused way.

Main responsibilities and tasks:

1.0	Service Delivery
1.1	To visit clients as agreed by the Service Manager and to carry out tasks as directed within agreed times, guidelines and quality standards.
1.2	Carry out a brief risk assessment of the client and their home.
1.3	Shopping: accompanied/unaccompanied shop for food or other items within, centres/areas and/or shops.
1.4	Cleaning: Hoover, dusting, change beds, ironing, declutter, deep clean (blitz), cleaning windows inside, laundry (at home or service wash), clean fridge/cupboards, taking down curtains.
1.5	Escorting: Taking to appointments (GP, clinics, dentist, hospital, hairdressers) waiting/collecting, settle back home.
1.6	Companionship: Providing support and encouragement to empower the client to lead an independent lifestyle, sitting with clients and/or family members, tea and chat, walking with, take on outings, joining and assisting with hobbies and crafts.
1.7	Meal Preparation: Small light hot meals or cold trays, helping client to prepare/make a meal, encouraging to eat.
1.8	Ad hoc: Looking after animals, admin in office, client assessments, drop off food parcels, hampers, paperwork, post sorting, making telephone calls, take to the bank/post office.
1.9	Report any concerns you may have regarding any client you visit to your line manager immediately.
2.0	Team Working
2.1	You may be required to work alone or with colleagues depending on the nature of the job booking and at the discretion of the Service Manager/Co-ordinator.
2.2	Attend team meetings, staff support and supervision and annual appraisals in accordance with Age UK HHB policies and procedures and documentation.
3.0	Finance and Administration
3.1	To keep accurate records of hours worked and submit to the Service Manager at regular agreed times.
3.2	To collect the appropriate charge, if paying by cash or cheque, issue a receipt for work done and money paid and confirm satisfaction with the service
3.3	To be responsible for paying in to Age UK HHB all monies collected at regular agreed times.

4.0 Quality and Service Development

- 4.1 In liaison with the Service Manager and Co-ordinator, ensure services are developed and delivered to quality standards – reviewing as required.
- 4.2 Actively promote our services to existing and potential clients, their families and carers and to other relevant organisations.
- 4.3 To be aware of the Health, Safety and Welfare of yourself, the public and your clients, reporting any hazards to your Manager.

5.0 General

- 5.1 To maintain own professional expertise, including attending training as necessary and be subject to supervision and an annual appraisal.
- 5.2 To attend staff meetings, away days and other similar staff events.
- 5.3 To ensure all activities are carried out in harmony with Age UK HHB's mission and within the spirit of its equal opportunities policy and to abide by the policies of Age UK HHB.
- 5.4 All staff are expected to undertake their own computer work, both in the production of correspondence and documents, date recording, e-mailing and internet research.
- 5.5 It is the nature of the work that tasks and responsibilities are in many circumstances unpredictable and varied. All employees are expected to work in a flexible way.
- 5.6 Some meetings and other events may be held out of normal office hours and may involve travel away from the local area.
- 5.7 The above items outline the main duties and responsibilities of the post and are designed to give an accurate flavour of the nature and scope of this post. However, they do not represent an inclusive list of all the duties required.
- 5.8 This post is classed as regulated activity for the purposes of DBS. Confirmation of appointment to this post will be subject to a satisfactory enhanced DBS check with Access to the Adults Barred List and satisfactory references.

Age UK Hillingdon, Harrow & Brent is committed to safeguarding and promoting the welfare of all older people and children within the London Boroughs of Hillingdon, Harrow & Brent.

Person Specification

Education & Training	
Essential Criteria	Desirable Criteria
Literate, numerate and a good standard of written and spoken English	

Experience	
Essential Criteria	Desirable Criteria
Recent experience of working with older people	Recent experience with individuals with Dementia

Knowledge and Skills	
Essential Criteria	Desirable Criteria
Strong communication and interpersonal skills	
Ability to work independently and use initiative and work as part of a team	
Ability to think on the job, without close supervision	
Ability to handle sensitive and confidential issues with discretion, empathy and understanding	
Ability to record data and financial matters accurately	

Personal Attributes	
Essential Criteria	Desirable Criteria
Full driving licence and access to a car	
The ability to travel and navigate independently and efficiently	
Energised and positive character	
Ability to work with people from different backgrounds in an impartial and courteous manner	
Person centered approach	