

Job pack

Help at Home Assistant



**At the Heart
of our
Community**



This pack contains the following sections:

- About the employer: Age UK Hillingdon, Harrow and Brent
- How to apply
- Role description and Person Specification

Age UK Hillingdon, Harrow and Brent is the leading provider of services for older people across the three west London boroughs. We are an independent local charity and are affiliated through a brand partner agreement to Age UK.

Age UK HHB provides support and services to around 15,000 older people per annum under the following broad categories:

Information and Advice

A core service across our three boroughs and an entry point for older people into receiving support. We provide quality assured (AQS) advice on a range of issues such as benefits (including support with form filling), housing, blue badge applications, taxi-card and dial-a-ride applications, council tax relief, will writing etc. We support older people to access over £1 million of unclaimed benefits each year.

Community Support

We facilitate a wide range of social activities and other well-being support.

Hospital Services

We provide services at Hillingdon Hospital & Northwick Park Hospital supporting older people both at A&E and on discharge, helping to reduce the need for unnecessary admission or readmission. We also provide a physio led Falls prevention programme which provides individually tailored support for older people at risk of falling in their own home.

Paid for Services

We run a successful domiciliary support service – our staff can support older people to go shopping, attend hairdresser/GP appointments etc or carry out domestic tasks at home. We also provide a Homeshare scheme where older people who have a spare room and would like some companionship and support are paired up with younger people in search of affordable lodgings. We also provide a Trusted Trader service that vets local traders with a view to making it more difficult for rogue traders to take advantage of older people.

Partnerships

Age UK HHB is a founder member of H4all and supports delivery of a range of wellbeing and community services provided through this and other local partnerships. We are also a member of Harrow Community Action through which we are lead partner delivering social prescribing services through primary care in Harrow. We have also recently combined our retail operations (charity shops) with Harlington Hospice and Michael Sobell Hospice.

How to apply

For more detailed information on how to make the most of your application, please see the **Application Guidance Notes** on our website [Working for Us \(ageuk.org.uk\)](https://ageuk.org.uk/working-for-us)

Candidates are advised to structure their essential information in the application form in line with the points in the person specification, and to provide clear examples of their experience that demonstrate their skills and knowledge. Please note we do accept CV's but it will need to be accompanied by Age UK HHB Application Form.

Candidates are warmly invited to arrange an informal discussion with the recruiting manager, before submitting their application, which can be arranged by contacting HR@ageukhbb.org.uk

What we offer

- Flexible Working
- Hybrid Working
- Compressed hours available
- Job share considered/ Part time hours considered
- Training and development
- 5% pension contribution
- Health plan with employee assistance and 24 hour support
- 26 days annual leave (plus bank holidays) rising to 30 days
- London Living Wage employer

The Role: Help at Home Assistant

Salary: £13.15 per hour

Hours: Part time - 30 hours per week

Responsible to: Help at Home Coordinator

Employed by: Age UK Hillingdon, Harrow and Brent

Based at: London Borough of Hillingdon, Harrow and local surrounding area

Role Purpose

Main purpose of the 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 duties and responsibilities (role profile)

Service Delivery

- To visit clients as agreed by the Service Manager and to carry out tasks as directed within agreed times, guidelines and quality standards
- Carry out a brief risk assessment of the client and their home
- Shopping: accompanied/unaccompanied shop for food or other items within, centres/areas and/or shops
- 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
- Escorting: Taking to appointments (GP, clinics, dentist, hospital, hairdressers) waiting/collecting, settle back home.
- 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
- Meal Preparation: Small light hot meals or cold trays, helping client to prepare/make a meal, encouraging to eat
- 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
- Report any concerns you may have regarding any client you visit to your line manager immediately

Team Working

- 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/Coordinator
- Attend team meetings, staff support and supervision and annual appraisals in accordance with Age UK HHB policies and procedures and documentation.

Finance and Administration

- To keep accurate records of hours worked and submit to the Service Manager at regular agreed times.
- 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
- To be responsible for paying in to Age UK HHB all monies collected at regular agreed times

Quality and Service Development

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

General

- To maintain own professional expertise, including attending training as necessary and be subject to supervision and an annual appraisal
- To attend staff meetings, away days and other similar staff events
- 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
- 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.
- 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
- Some meetings and other events may be held out of normal office hours and may involve travel away from the local area
- In liaison with line management generally, ensure services are developed and delivered to quality standards, revising as required
- To be aware of personal health and organisational health, safety and welfare, reporting any hazards to line management or the Health and Safety Lead
- To promote equality, diversity and rights in all policies and guidance, actions and activities
- 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 duties required

Age UK HHB 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 centred approach	