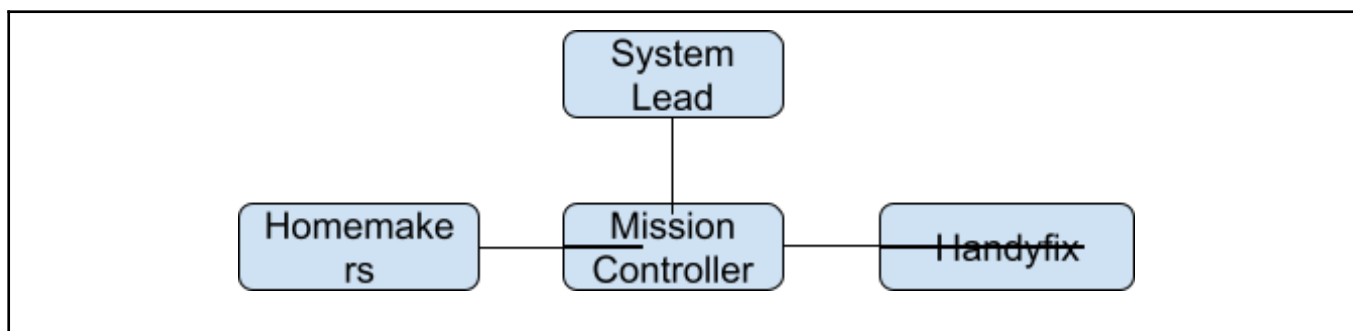


Job Title	Homemaker
Team	MYneighbour
Normal Hours	15 Hours (weekdays only)
Salary	£8,619 per annum (permanent contract)

About Age UK Lambeth	
Our Mission	
We support older people in Lambeth to live enriched, productive and purposeful lives: challenging the stigma of ageing, reducing social isolation and ensuring they get the right support at the right time.	
Our Values	
We are Kind	We do everything in a spirit of kindness. The people we support deserve our respect and need our compassion, and we have their best interests at heart at all times.
We are person-centred	We keep the people we serve at the heart of everything we do. Our older people are a rich source of inspiration, ideas and experience, and our working relationships with them are important to us
We are outcome-focused	We help people find solutions that work for them. By being flexible, asking for feedback, and including our older people in developing new services, we can be sure they will get the right support at the right time.

The Team
You will be working closely with our Mission Controller. and will be based within one of our Neighbourhood teams depending on which part of Lambeth you are working in at that time. The Homemaker team sits within the MYneighbour service.



Your Main Role

Our Homemakers are a dedicated group of individuals that work hard to ensure our clients can remain as independent and as comfortable as possible at home.

At Age UK Lambeth it is our desire to ensure our Homemakers develop life-enriching, life-enhancing relationships with our clients. The Homemaker takes the time to truly understand our clients' needs within their homes.

You will perform a variety of basic house cleaning duties for clients to include: cleaning the bathroom, mopping kitchen floors, oven and refrigerator cleaning, vacuuming rugs, dusting furniture and appliances, laundry, and changing bed linen.

If a client needs additional support you will refer clients to other community resources/services as appropriate.

All jobs completed and any concerns will need to be reported back to our Mission Controller.

Key achievements in the first 3 months

Good client feedback

To be embedded as part of the MYneighbour team.

Key Relationships

Mission Controller

MYneighbour System Lead

Handyfix Team

MYcommunity Workers

Learning & Development

You are expected to complete the following induction training relevant to your role including

- Safeguarding
- Health & safety
- Information governance
- *AUK Induction*

Job Criteria

Criteria	Application	Test	Interview
Values-based			
1. Treats people with kindness, compassion and dignity			✓
2. Works together with others to find solutions			✓
3. Puts the client/customer first			✓
Skills & Knowledge			
4. Excellent listening skills	✓		✓
5. Good Organisational Skills	✓		✓
6. Driven, self-motivated, enthusiastic	✓		✓
7. Able to work independently	✓		✓
8. Skill in the use of housekeeping materials and tools.	✓		

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