* **Job Description**

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| **Job Title:** | Home Help |
| **Reporting to (Job Title):** | Home Help Coordinator |
| **Direct Reports:** | None |
| **Brief Overview of the**  **Position:**  **Working with:** | **The Home Help Service is a professional, friendly service delivering a number of domestic activities including cleaning, shopping, errands, ironing and laundry.**  **Supported by your Home Help Coordinator and working within the policies and**  **procedures of Age UK Lancashire, you will visit clients in their own homes and**  **carry out some or all these tasks and where you might also spend time chatting**  **to your client within your visit.**  **The service does not provide personal care.**  Home Help Services teams  Older people and their carers, other support networks and Age UK Lancashire staff. |
| **Main Duties and**  **Responsibilities:** | * To ensure a punctual and high-quality home help service is delivered to all service users. * To undertake a range of allocated tasks as detailed in the agreed personal plan to agreed standards within a specified time. * To establish good working relationships with customers and their carers. * To keep accurate records of work undertaken as agreed with the Coordinator. * To take payments and handle cash in line with Age UK Lancashire and Home Help Service procedures. * To maintain regular contact with the Home Help Co-ordinator and raise any concerns or issues in a timely fashion. * To ensure that confidentiality regarding the service is maintained at all times. * To work on own and in a Home Help cleaning team as the service requires, for example on a “Big Clean”. |
| **Accountable for:** | * Punctual and reliable delivery of service to clients meeting individual needs to maintain independent living. * Adhering to Age UK Lancashire and Home Help Service procedures and processes, including handling of cash. * Maintaining contact with the Home Help Coordinator * Wearing the uniform and I.D badge at all times * Maintaining client confidentiality * Having an awareness of the range of services available through AUKL and being able to signpost as appropriate. |
| **Summary of Key**  **Attributes & Qualifications**  **for role:** | * To be caring & respectful and mindful of personal dignity * Demonstrating and appreciating equality and diversity in everyday service delivery. * Honest & Trustworthy * Good Communication Skills * Understanding of client confidential * Ability to meet the required standards for service delivery * Basic functional skills in mathematics, English language & literature * Willing to complete training for role |
| **Main KPI’s /**  **performance measured**  **against:** | * Accurate & timely submission of paperwork including changes in client circumstances and requirements. * Punctual and reliable attendance to clients * Working to Clients/Coordinator agreed plan of work * Client feedback on performance |
| **Generic Clauses:** | * To support the trading and fundraising activities of the charity liaising with the Business Development Team. * To comply in all aspects with Age UK Lancashire’s policies, including Health and Safety, Equal Opportunities, Handling Money, Data Protection etc. * To participate and contribute generally to Age UK Lancashire’s activities, attending meetings, training courses etc as required. |
| **Flexibility Clauses:** | * The nature of this post will require flexibility to meet some urgent work needs as they arise. This may entail some occasional weekend or evening work. * Therefore, this job description is not intended to be exhaustive. The post-holder will be expected to adopt a flexible attitude to the duties which may have to be varied (after discussion with the post-holder) subject to the needs of the service, and in keeping with the general profile of the post. |

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| **Age UK Person Specification** | | | | | | |
| **Home Help** | **Essential** | **Desirable** | **Assessed by** | | | |
|  | Application Form | Assessment Centre | Presentation | Interview |
| **Experience** | | | | | | |
| Domestic/Cleaning experience | 🗸 |  | 🗸 |  |  | 🗸 |
| Experience of keeping written records | 🗸 |  | 🗸 |  |  | 🗸 |
| Awareness of the needs of older people | 🗸 |  | 🗸 |  |  | 🗸 |
| Excellent customer care skills | 🗸 |  | 🗸 |  |  | 🗸 |
| Experience of working with older people |  | 🗸 | 🗸 |  |  | 🗸 |
| Previous experience of working for/volunteering for a charity |  |  |  |  |  |  |
| **Special Aptitudes** | | | | | | |
| Demonstrate a sensitive and caring approach to the needs of older people | 🗸 |  | 🗸 |  |  | 🗸 |
| Reliable and committed attitude | 🗸 |  | 🗸 |  |  | 🗸 |
| Honest and trustworthy | 🗸 |  | 🗸 |  |  | 🗸 |
| Self-motivated in completion of tasks | 🗸 |  | 🗸 |  |  | 🗸 |
| **Qualifications:** | | | | | | |
| Awareness of health and safety issues |  | 🗸 | 🗸 |  |  | 🗸 |
| Safeguarding |  | 🗸 | 🗸 |  |  |  |
| **Other Requirements** | | | | | | |
| Holder of valid GB or NI driving licence. You will be required to maintain appropriate insurance cover, including for business use. We will ask to see documents before appointment (we may consider you if you cannot drive because of a disability) | 🗸 |  | 🗸 |  |  | 🗸 |