

HELP AT HOME WORKER JOB DESCRIPTION

Pay: £9:75/hour

Contract: Zero Hour Contract

Hours of work: Flexible

Location: Across the Boroughs of Southwark and Lewisham

Reports to: Independent Living Services Coordinator

Overall purpose of the job:

To support vulnerable older people to remain independent at home. Support could include light housework, meal preparation, shopping, escorting out in the community, social interaction and signposting to other services.

Age UK L&S strives to create an open and participative working environment. We work to our core values of being **supportive**, **professional** and **person centred**. These are reflected in the way we work with each other, the people we support and our partners. Teamwork, collective responsibility and delegated authority are central to this process. A key element of all roles is to develop and maintain the organisation's working ethos and culture. The provision of a culturally and ethnically sensitive service is integral to all roles.

Age UK L & S aims to provide a supportive working environment for all staff and volunteers in order that they can develop personally and professionally and acquire new skills. The contribution made by staff and volunteers in achieving the organisation's goals is recognised by all.

This job description does not provide an exhaustive list of tasks and activities as all posts within the organisation are subject to evolution as the organisation develops and grows.

Duties:

1. Support new people referred into the service to create and agree a Help At Home Plan detailing the support that they would like the Help at Home team to provide.
2. Provide the office team with a clear and detailed written Help at Home plan as agreed with the older person.
3. Support people in their homes with housework, meal preparation, shopping and social support in a friendly, person centred and enabling manner
4. Escort people out in the community to appointments or to the shops as required.
5. Provide the older person with information about other services that they may benefit from and liaising with the office team to make referrals if necessary.

'Improving life for older people in Lewisham and Southwark'

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6. Complete written records accurately including finance records, timesheets, communication logs, Help At Home plans
7. Collect payments and receipts following the Age UK Lewisham and Southwark policy guidelines
8. Communicate effectively with the office team
9. Attend team meetings and training as requested

Organisational Responsibilities:

- Meet legislative and regulatory requirements.
- Carry out administrative duties in connection with the post
- Contribute to the overall achievement of AUKLS mission and objectives
- Provide a supportive working environment to all staff and volunteers
- Ensure the values of AUKLS are upheld across the organisation
- Attend staff and team meetings as requested
- Undertake any other reasonable duties as determined by the Senior Management Team and Chief Executive

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