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**Job pack**

Support Worker

**Job Summary**

**About the role**

We are recruiting Support Workers to join our team of Support Workers who provide domestic support for older people in their homes across Merton as part of our “At Home” service. Duties will include cleaning, laundry, ironing, bed linen changing, shopping, and preparation of light meals/ snacks. This list is not exhaustive. There will be no personal care duties. The service also provides people with regular social connection, companionship, potential respite for carers, and access to Age UK Merton’s wide range of other services. At Home is a paid for service, and clients have the same Support Worker on a routine ongoing basis.

At Home is also piloting a “Home from Hospital” support service funded by the NHS, which will provide clients aged 50+ in Merton the same practical type of support free for six weeks after they have been discharged from hospital, with a maximum of three hours support per week. Support Workers taking on Home from Hospital clients will therefore support them on a six-weekly basis. It is envisaged Support Workers will have a mixture of routine At Home clients, and six-weekly Home from Hospital clients.

**About you**

The successful applicant must be hard-working, punctual, and happy to interact with our older adult client group as they provide practical support for them in their homes. They must communicate well with the At Home team and have a compassionate approach with a genuine interest in building rapport with clients.

Successful applicants will be subject to an enhanced Disclosure and Barring Service (DBS) check and will need to provide references. Applicants with two years’ prior experience in health, care or a similar role will be prioritised.

**Our “At Home” service**

Our At Home service provides practical support in people’s homes to help them stay healthy, active and independent in later life. The service has around 20 Support Workers currently supporting approximately 150+ clients throughout the borough of Merton, providing practical support in their homes with housework, cleaning and shopping. The service also provides people with regular social connection, companionship and access to our wide range of other services and will never leave a door unanswered.

Throughout and following the impact of Covid-19 the service has continued to provide essential support to our clients, helping them to maintain their home environment and stay connected. We have implemented rigorous new health and safety procedures to ensure the safety of both workers and clients. You will be given a comprehensive induction on these guidelines and support to deliver your role safely. All workers will be provided and expected to wear Personal Protective Equipment (PPE).

Find out more about At Home here: <https://www.ageuk.org.uk/merton/our-services/at-home-service/#:~:text=At%20Home%20with%20Age%20UK,themselves%20with%20peace%20of%20mind>.

**Job Description and Person Specification**

We are an equal opportunities employer, aspiring to reflect the communities that we serve, and we welcome applications from people of all backgrounds and experiences. We value diversity and believe our differences enrich the services we provide to local older adults. They also help us as colleagues by encouraging us to challenge ourselves, learn, innovate, and adapt.

**Job description**

**Post title: Support Worker**

**Hours: Casual contract**

**Salary: £10.50 per hour**

**Location: Delivering support in client homes in the borough of Merton**

As outlined in the job summary we are looking for caring, friendly and hardworking people with excellent communication skills to provide domestic support to help older people stay connected, safe and independent. Support Workers will undertake:

* **Cleaning and other domestic housework** – for example hoovering, dusting, polishing, changing the beds, ironing, mopping, washing up etc.
* **Shopping** - we can do the clients regular big shop or just a small list, and we collect the shopping list and money from the property and go on to do the shopping and bring back items and put them away
* **Meal preparation** - lunch can be prepared by our Support Workers, we can also help with light meal prep for dinner
* **Companionship / Respite / Sitting Service** – Support Workers can sit down and have a chat with the client, play games or just sit with clients for company to allow carers some respite

**Person specification**

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|  | **Essential/Desirable**  **Criteria** |
| Experience of working with older people in their own homes in an enabling supportive role | Essential |
| A compassionate nature, good communication skills and a professional approach | Essential |
| Ability to communicate in a clear concise effective manner with a wide range of people and in writing [e.g. communication books] | Essential |
| An empathy with and understanding of the needs and dignity of vulnerable older people and of the contribution they can make to society | Essential |
| Ability to communicate effectively with clients who have sensory and physical impairment | Essential |
| Able to cope with potentially physically demanding domestic work e.g. vacuum cleaning, mopping etc. | Essential |
| High level of personal integrity and excellent people skills | Essential |
| **Other requirements** | |
| Knowledge of health and safety and safeguarding issues as it applies to the role | Essential |
| Flexible approach to working hours and arrangements | Essential |
| Work in line with Age UK Merton Policies and Procedures particularly data protection, confidentiality | Essential |
| Ensure that Age UK Merton’s Equal Opportunities policies, principles and practices are observed and implemented throughout service delivery | Essential |
| Act as a representative of the values, beliefs and principles of AUKM at all times | Essential |
| Current enhanced DBS check required | Essential |
| Car owner, driver | Desirable |
| Applicants must have the right to work in the UK as we are unable to provide sponsorship or assistance | Essential |
| 1. Attend staff meetings and 1-1 meetings as required | Essential |

**How to apply**

Send your CV and a covering letter outlining your skills and experience in relation to the Job Description and Person Specification above to [athome@ageukmerton.org.uk](mailto:athome@ageukmerton.org.uk). Applications sent by post should be marked confidential and for the attention of Natalie Tempero, At Home Service Manager at Age UK Merton, 277 London Road, Mitcham, CR4 3NT.

Your CV should be no more than two sides and covering letter no more than two sides also. **Applications submitted without a covering letter will be rejected.**

Please inform us by emailing [athome@ageukmerton.org.uk](mailto:athome@ageukmerton.org.uk) of any reasonable adjustments we can make to support you through our recruitment process.

**Interviews will take place on a rolling basis in person in our offices in Mitcham.** If you have not heard from us within two weeks of submitting an application, you can assume that you have not been shortlisted.

**General information about Age UK Merton**

Age UK Merton is an independent charity operating within the national Age UK network to provide services for older adults in the London Borough of Merton. Our role is to ensure that older adults can easily access the support, services and care they need as they get older.

**Our priorities**

We are passionate about making a difference to the lives of older people in Merton. Our Strategic Plan outlines our three key priorities to improve health and wellbeing by:

1. Providing high quality advice and practical support
2. Building social connection
3. Creating opportunities for lifelong active ageing

**Our vision**

A borough where everyone can love later life

**Our mission**

To make Merton a great place to grow old

**Our values**

We want to be known for:

**Accessibility** – The go to place for people to ask us anything about later life

**Collaboration** – Working with partners across sectors to get the best outcomes for Merton’s older adults

**Dynamism** – An organisation prepared to innovate, take risks and provide solutions

**Impact** – Empowering people and organisations to make a positive, tangible difference

**Integrity** – Robust privacy and confidentiality procedures - trusted staff and volunteers

**Kindness** – A supportive, empathic place to work, volunteer or receive support

**Quality** – Providing accredited, person-centred services, respected throughout the borough

**Sustainability** – Able to attract funding, generate income from diverse sources and maximise resources efficiently

Check out our website here: <https://www.ageuk.org.uk/merton/>