



# Job pack

At Home Support Worker



## About Age UK Merton

Age UK Merton is a charity registered with the Charity Commission and a Company Limited by Guarantee governed by its Memorandum and Articles of Association. In November 2011 we rebranded and became Age UK Merton (we were previously known as Age Concern Merton).

Age UK Merton is the leading voluntary sector providers of services to older people in the London Borough of Merton.

As we grow older we face new challenges and maybe even illness, loneliness or poverty. But that doesn't stop us being ourselves. We still want to laugh, love and be needed. We want to stay independent and keep doing the things we love. We all want a fulfilling later life.

That's why Age UK Merton is here. We want to see a world where everyone can love later life. We support and speak up for those that need us. We believe that living longer should be celebrated and everything we do is to maximise well-being in later life.

## Our vision

is for everyone in the borough to love later life

## Our mission

is to ensure that everyone in Merton has the opportunity to make the most of later life, whatever their circumstances, wants and needs.

To achieve our mission of making Merton a great place to grow old, we believe that everyone in Merton should have the opportunity to make the most of later life, whatever their circumstances, wants and needs. Our delivery of this will be achieved by three key objectives:

1. To provide practical advice and support for older adults
2. To improve social connection
3. To promote active ageing

## Our Staff and Volunteers

A dedicated and committed team of 18 staff and 200+ volunteers enable us to provide the wide range of support as listed above. Our staff team are dedicated, well-trained and committed to providing the best services to older people in Merton. Our team is diverse and possess a range of skills from their previous roles further enhancing what Age UK Merton are able to deliver. Staff are encouraged to be innovative and suggest new ideas in our desire to be led by the needs of people in later life and the community in Merton.

Our team of volunteers continues to grow, reflecting the strength of volunteering in the local community. Volunteering comes in many forms; some volunteer weekly, others monthly and some on an occasional or seasonal basis.

## Our role during the Covid-19 outbreak

Age UK Merton is working closely with partners across health, social care and voluntary sectors to ensure that older adults are supported both practically and emotionally during the Covid-19 outbreak. Like many other organisations we have adapted to the rapidly changing situation to reduce risk of infection to staff, volunteers and our clients, who, by definition, are statistically more vulnerable. Many of our services are now delivered remotely, limiting face to face contact as much as practical but we recognise that certain essential elements of our work cannot be delivered without direct contact. For these, we have developed clear procedures and use of Personal Protective Equipment to ensure the safety of all stakeholders. We anticipate that our services will be in demand more than ever the longer the outbreak continues and we are determined to ensure that older adults in Merton get the practical and emotional support they need.

## At Home with Age UK Merton

**Job Title:** At Home Support Worker  
**Contract:** Casual Contract, Part-time  
**Hours:** Casual (min. 12 hours desired)  
**Salary:** £9.90 per hours (inc. holiday pay)

### Job description

We are recruiting to grow our team of At Home Support Workers, there a number of positions available.

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.

The role will provide domestic support for older people across Merton as part of our At Home Services. The role will primarily deliver housework, cleaning and shopping but the service also provides people with regular social connection, companionship and access to our wide range of other services. Duties will include cleaning, laundry, ironing, bed changing, shopping, and preparation of light meals. This list is not exhaustive. There will be no personal care duties.

You may also be required to work at short notice to provide cover or support for clients discharged from hospital.

Successful applicants will be subject to an enhanced Disclosure & Barring Service and references.

Applicants with 2 years prior experience within health, care or a similar role will be prioritised.

### Covid-19

Due to Covid-19 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).

### How to apply

Completed electronic applications must be sent to: [athome@ageukmerton.org.uk](mailto:athome@ageukmerton.org.uk) ensuring you clearly identify in the email the post you are applying for. Applications sent by post should be marked confidential and for the attention of Natalie Tempero, At Home Services Manager at Age UK Merton, 277 London Road, Mitcham, Surrey, CR4 3NT.

Please ensure that your covering letter demonstrates how your experience, skills and abilities meet the selection criteria set out in the Job Description and Person Specification. **Applications submitted without a personal statement will be rejected.**

Please inform us of any reasonable adjustments we can make to support you through our recruitment process.

If you have any further queries at all please do not hesitate to contact Natalie Tempero, At Home Services Manager on 020 8648 5792.

### Interview Process

**Interviews will be ongoing via Zoom.** If your application is successful we will contact you to arrange a convenient time for interview.

## Person specification

### Skills & Experience

Experience of working with older people in their own homes in an enabling supportive role	Desirable
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
Understanding of and support for the aims, principle and policies of Age UK Merton and knowledge of and a commitment to Equal Opportunities	Desirable
High level of personal integrity and excellent people skills	Essential
Special Requirements	
Current DBS check required	Essential
Car owner, driver	Desirable
Applicants must have the right to work in the EU as we are unable to provide sponsorship or assistance	Essential