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**Job pack**

At Home Helper

**This pack contains the following sections:**

* About Age UK Merton
* About At Home with Age UK Merton
* How to apply
* Role description & Person Specification
* Key Competency framework

**About Age UK Merton**

Age UK Merton is the leading charity providing services to older people in the London Borough of Merton.

**Our vision**

is for everyone in the borough to love later life

**Our mission**

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

Our delivery of this aim is guided by three **key objectives**:

1. To **enable and support** older people in Merton to love later life and change it for the better, to stay independent and keep doing the things that they enjoy.
2. To be the **voice** of older people in Merton, influencing decision makers and raising awareness of the contribution that people in later life make to our community.
3. To ensurethat older people benefit from a **well-run, sustainable organisation** that involves them in the running and design of services

**Our Staff** **and Volunteers**

A committed team of 18 staff and 100+ 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 further enhancing what Age UK Merton are able to deliver. Staff are encouraged to be innovative and suggest new ideas, and listen to the older people they support so that we are led by the needs of people in later life and the community in Merton.

**About At Home with Age UK Merton**

At Home with Age UK Merton provides a high quality support service to enable people to stay independent and safe in their own homes. We introduce older people to our reliable, caring support workers who provide support in the home. Our service is tailored to the needs of the individual and can include house work, shopping, preparation of light meals, respite for carers and support to appointments. The service does not provide personal care but all our workers need to have a caring, supportive approach towards our clients.

The tasks are varied, hours are flexible and the work is highly rewarding. At Home Helpers will receive induction and training to enable them to deliver a high quality service to our clients.

A Disclosure & Barring Service check is a mandatory requirement for this service due to the nature of our customers.

**How to apply**

You can apply electronically, by downloading and completing an application form, which can be returned to us by email or by post.

Please ensure that your supporting statement demonstrates how your experience‚ skills and abilities meet the selection criteria set out in the Job Description and Person Specification. These can be found in the next section of this pack. Please also ensure you complete the equal opportunities monitoring section at the end of your application form.

Completed electronic applications must be sent to: **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.

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**

If you are successful we will write to you as soon as possible after receiving your application form to let you know what the interview process will entail.

**Job Description**

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| **JOB DESCRIPTION** **At Home Support Worker :** To provide practical support to older people in their homes to enable them to live independent lives.  |
| **Responsible to: At Home Services Manager** **Based in the homes of customers of Age UK Merton**  |
| **Core Values:**  |
| Respect For Others  |
| Focused and Committed  |
| Making A Difference  |
| **Summary of Duties**  |
| * To provide assistance and support with housework, laundry, shopping, meal preparation, social opportunities and other tasks as agreed with Age UK Merton and the customer
* To communicate regularly with Age UK Merton, in particular regarding changes in customer’s health or living conditions
* To participate in training/education to improve performance considered relevant to the post & to achieve agreed targets
* To complete any required documentation on a regular basis including timesheets, client care plan updates and other documentation deemed relevant
* To attend personal supervision meetings
* To adhere at all times to the policies and procedures of Age UK Merton
* Undertake other general duties as may be deemed necessary by Age UK Merton
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| **Notes:**  |
| *This role profile is not intended to be exhaustive in every respect, but rather to clearly define the fundamental purpose, values, competencies, accountabilities and dimensions for the role. As such, this role profile does not describe any individual role holder.*  |
| *This role operates under the Health and Safety Policy in force regarding all activities undertaken, both in relation to specific work locations, and to the Charity in general.*  |
| *This role profile is subject to review*  |

**Person specification**

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| Title: **At Home Helper**  |  |
| **Skills & Experience (D=Desirable, E=Essential)**  |  |
| Experience of working with older people in their own homes in an enabling supportive role  | D  |
| **A compassionate nature, good communication skills and a professional approach.**  | **E**  |
| **Ability to communicate in a clear concise effective manner with a wide range of people and in writing [e.g. communication books]**  | **E**  |
| **An empathy with and understanding of the needs and dignity of vulnerable older people and of the contribution they can make to society**  | **E**  |
| **Ability to communicate effectively with clients who have sensory and physical impairment**  | **E**  |
| Understanding of and support for the aims, principle and policies of Age UK Merton and knowledge of and a commitment to Equal Opportunities  | D  |
| **High level of personal integrity and excellent people skills**  | **D**  |
| **Special Requirements**  |
| **Current DBS check required**  | **E**  |
| Car owner, driver  | D  |
| **Applicants must have the right to work in the EU as we are unable to provide sponsorship or assistance**  | **E**  |

The Age UK Competency Framework

Age UK has 5 core competencies. These have been developed to shape our culture through the way we work. These are:

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| **Achieving Results -** Anticipates and seeks to solve problems. Understands processes and procedures. Takes responsibility for own work and personal development. Being accurate and achieving quality results**.** | **Effective Communication -** Actively listens and adapts message and communication style to appeal to the interest and level of audience. Questions and challenges information in a tactful, diplomatic and sensitive manner.  |
| **Championing Age UK -** Fully understands Age UK and know your role within the charity. Understand the challenges of people in later life and promoting Age UK products and services. Be willing to share success and be a credible ambassador for Age UK. | **Focusing On The Customer -** Ability to identify customers in and out of Age UK and build positive relationships. Listens and acts on customer feedback and strives to provide a positive customer experience. Builds trusting and professional relationships with a diverse customer base and seeks to exceed customer expectation. |
| **Change & Innovation -** Generates and shares new ideas and finds creative solutions to current and future work issues. Embraces new change initiatives and adapts to new ways of working. Challenges existing ways of working and considers pros and cons of new ideas and choice of best option. | **Please note that as part of our recruitment process you may be asked competency based questions in your interview.**  |