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**Job pack**

At Home Support Worker

**About the role**

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.

You will be joining a team of hardworking, dedicated people, passionate about supporting older people.

**Job Title:** At Home Support Worker

**Contract:** Casual Contract, Part-time

**Hours:** Casual (min. 12 hours desired)

**Salary:** £10 per hour (inc. holiday pay)

**About At Home with Age UK Merton**

Our At Home service provides practical support in people’s homes to help them stay healthy, active and independent in later life.

In normal circumstances the service supports 150+ clients throughout the borough, providing practical support in their homes with housework, cleaning and shopping but the service also provides people with regular social connection, companionship and access to our wide range of other services.

Throughout Covid-19 the service has continued to provide essential services for our clients, helping them to access food, 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).

**Job description**

The role will provide domestic support for older people across Merton as part of our At Home 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. the service also provides people with regular social connection, companionship and access to our wide range of other services.

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.

**Person specification**

Skills & Experience

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| 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 UK as we are unable to provide sponsorship or assistance  | Essential |

**About Age UK Merton**

Age UK Merton is a registered charity and the leading voluntary sector provider 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 toensure 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 delivery plan**

To deliver against these priorities Age UK Merton has strong operational building blocks and performance management systems to create the right environment, internally and externally, for us to ensure our services are high quality and high impact.

**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.

Many of our services have been delivered remotely, limiting face to face contact as much as practical. Moving forward we are bringing our face to face services back on line with clear procedures and use of PPE to ensure the safety of all stakeholders.

We anticipate that our services will be in demand more than ever the longer the pandemic continues and we are determined to ensure that older adults in Merton get the practical and emotional support they need.

**How to apply**

You can apply electronically or by post by sending your CV and a covering letter outlining your skills and experience in relation to the Job Description and Person Specification below. **Your CV should be no more than two sides.**

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.

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.