

HOME WORKER Job Description

Job title:	Home Worker
Locations Available:	Bromsgrove, Redditch, or Wyre Forest area
Responsible to:	'At Home' Coordinator
Hours of Work:	Zero Hr Contract
Salary:	£12.21 ph. & Travel allowance
Start date:	As soon as possible

JOB PURPOSE AND ROLE:

To deliver a high quality 'At Home' Service, to support older people across Bromsgrove, Redditch and Wyre Forest. The service will provide practical assistance with household tasks to enable older people to remain safely and comfortably in their own homes for as long as possible. The Homeworker will provide help with a range of tasks to suit the client's needs such as general cleaning duties, shopping, Ironing and collecting prescriptions, whilst always aiming to provide a person-centred service.

PRINCIPLE RESPONSIBILITIES AND DUTIES:

- 1. Provide Cleaning and Household Support:**
Support older clients with general cleaning tasks and other household duties, such as shopping, ironing, and prescription collections, according to their individual needs.
- 2. Flexible Assistance:**
Work flexibly to either collaborate with the client on tasks or complete them independently, depending on the client's capabilities and preferences.
- 3. Health and Safety Compliance:**
Ensure all tasks are completed safely, following health and safety protocols and any necessary training.
- 4. Professional Conduct:**
Always maintain a polite, courteous, and professional demeanour. You will be required to wear a uniform and carry an ID card, provided during your induction.
- 5. Service Delivery and Flexibility:**
Deliver services in line with Age UK Bromsgrove, Redditch, and Wyre Forest's policies and procedures, responding to tasks as allocated by the Coordinator. Flexibility is key, as tasks may change depending on client needs.

6. **Safeguarding and Reporting:**
Report any concerns regarding a client's safety or your own to the At Home Coordinator, following the safeguarding policy.
 7. **Client Surveys and Quality Assurance:**
Assist in client satisfaction surveys and any other quality assurance measures as directed by the organization.
 8. **Distribution of Materials and Information:**
Collaborate with the Coordinator to distribute information and materials related to the service.
 9. **Record Keeping:**
Maintain accurate work records, ensuring that time sheets are submitted on time and in accordance with data protection regulations. Notify the office of any missed visits.
 10. **Other Duties:**
Undertake additional tasks as required, in line with the role's requirements and the needs of the organisation.
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OTHER INFORMATION:

- Age UK Bromsgrove, Redditch, and Wyre Forest is committed to providing equal opportunities and fostering a diverse workforce.
- Successful candidates will be required to undergo a Disclosure and Barring Service (DBS) check.
- All staff must adhere to the organisation's policies, including those outlined in the Home Worker Handbook and Staff Handbook.
- Ongoing support and professional development are key, and staff are encouraged to participate in training and development opportunities.
- All employees are covered by the organisation's insurance.