

Help Around The Home Support Assistant

Reporting to: HATH Coordinator
Supported by: Services Manager
Department: Help Around The Home (HATH)
Salary: £8.91 per hour plus + mileage
Contract: Permanent
Hours: 15 contracted hours, potential for overtime paid at standard hourly rate
Based out of: Age UK Portsmouth, The Bradbury Centre, Fratton

Special Conditions:

DBS disclosure at enhanced level is required prior to any offer of employment; this post is exempt from the Rehabilitation of Offenders Act 1974.

Age UK Portsmouth (AUKP) is an independent charity which provides high quality and accessible services for adults and elderly people living in South-East Hampshire. The charity generates funds through specific service provision contracts, charitable grants, donations, sales of age-relevant insurance, mobility support products, legacies and via statutory bodies

Aim of the post:

To be on call for any duties required by the HATH team including HATH appointments, HATH project work, administrative tasks and Deep Cleans (this list is not exhaustive).

To ensure continuity of HATH service in the absence of a service users regular Home Assistant. To cover HATH appointments during Home Assistant absence including annual leave and sickness.

The HATH Support Assistant staff are expected to work as part of the HATH team undertaking household chores inside the homes of residents living in Portsmouth and South-East Hampshire when required.

Function of the Post:

- To work with the HATH Coordinator in ensuring all HATH appointments are covered.
- To provide general guidance signposting towards all Age UK Portsmouth services, products and staff expertise within the Bradbury Centre
- To work within all areas the HATH services operate, Portsmouth, Waterlooville, Havant, Gosport, Fareham and the surrounding areas.

Principal Accountabilities:

To provide high quality support including:

- To be responsible for organising and carrying out the Age UK Portsmouth / client contracted work appropriate to each property upon instruction, which might include a range of responsibilities including cleaning, bed linen washing, food shopping, accompanied appointments, correspondence writing etc.

- To carry out the work within the Age UK Portsmouth / client agreed and contracted times, meeting HATH office specified work requirements to the high standards established by Age UK Portsmouth
- To keep accurate records of all jobs completed, problems encountered and to submit this information to the Help Around the Home office-based team on a regular basis.
- Being prepared to work at any time during office opening hours, 08:45 – 17:00 Monday to Thursday and 08:45 – 16:30 Friday (time restrictions can be discussed with line manager)
- On completion of each task, the work area shall be cleaned, tidied and all waste and debris generated will be bagged
- To immediately report hazards, faulty equipment and any accidents to the Help Around the Home office-based team.
- Accept workload allocation from Help Around the Home office staff ONLY ensuring that clients feel supported and confident about re-booking for additional services as required.
- To collect the appropriate charge if necessary, issue a client receipt and obtain the client's signature on your timesheet to confirm work has been carried out to an acceptable standard.
- To be responsible for paying to Age UK Portsmouth all monies collected at regular and agreed days and times (Thursday of each week)
- To keep accurate records and duplicate client-signed receipts of ALL financial transactions; some examples of which might be service payments, shopping, prescription collection, utility bill payments. This list is not exhaustive.
- To work out of the HATH office when required and delivering a weekly timesheet and client payments to the Bradbury Centre, 16-18 Kingston Road, Fratton every Thursday during opening hours.
- To be aware of the health, safety and welfare of yourself, the public and your clients, reporting any hazard to the Help Around the Home office team
- To work within the Age UK Portsmouth Café when required, serving customers and assisting the Kitchen Manager where necessary.
- Completing administrative tasks within the Bradbury Centre when required.
- To ensure that all work is carried out in a safe and appropriate manner according to the Age UK Portsmouth Health and Safety policy
- Inform the Help Around the Home office-based team if additional tools or safety equipment are required
- Accept, handle and deal with concerns and complaints from clients, implementing Age UK Portsmouth's Complaints Procedure when necessary
- To attend Age UK Portsmouth staff meetings and training courses as required
- To distribute Age UK Portsmouth literature and refer clients to other Age UK Portsmouth services and activities as appropriate

Principle Attributes:

- Working knowledge of the Microsoft Office Suit
- Skilled organisational ability and the ability to be self-motivated
- Ability to work on own initiative and as part of a team
- An understanding of the demands of voluntary sector work
- An understanding and empathy towards the needs of older people and their families
- Good interpersonal and listening skills
- An understanding of the need for confidentiality and a positive attitude to equal opportunities

Other Duties:

You are required to undertake such other duties appropriate to the grade and content of the work as may reasonably be required of you. Therefore, the list of duties in this job profile should not be regarded as exclusive or exhaustive. Please note that, in consultation with you, Age UK Portsmouth reserves the right to update your job profile to reflect changes in, or to, your post.

Diversity

Age UK Portsmouth believes that everyone has the right to be treated equally and that diversity of groups and individuals should be embraced, valued, and respected. Age UK Portsmouth is committed to eliminating any form of discrimination be it direct, indirect, harassment or victimisation; to support this, Age UK Portsmouth has a number of policies that you should ensure you are familiar with and compliant to. All policies are available on the Charity's share drive. Any breaches may lead to termination of employment.

Health, Safety and Environment

You are responsible for ensuring that workplace responsibilities within I&A are carried out with full regard to, and in support of, Age UK Portsmouth's Health and Safety and Environment Policies.

Data Protection

You will responsible for ensuring that workplace responsibilities are carried out in compliance with the requirements of the General Data Protection Regulation and the Data Protection Act 2018, especially concerning confidentiality, treatment of personal information and records management.

Disclosure & Barring Service formerly the Criminal Records Bureau

All Age UK Portsmouth staff are required to hold Disclosure Service certification from the Disclosure & Barring Service formerly the Criminal Records Bureau (CRB). New members of staff will be required to submit an application to achieve Disclosure Service certification as part of Age UK Portsmouth's staff recruitment process.

Further information about the Disclosure Service is available from the DBS website at <https://www.gov.uk/disclosure-barring-service-check/overview>.

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Equal Opportunities

AUKP believes in the value and dignity of all people of all ages, and it is expected that all employees and volunteers will actively encourage and include such an ethos in all their work.

Copies of all Age UK Portsmouth policy and procedural documents are available upon request via the Help Around The Home office.

Principal Attributes and Person Specification

	Essential	Desirable	Evidenced through
Knowledge and qualifications	<ul style="list-style-type: none"> • Previous and referenced experience of working with older people • Embedded Health and Safety practice and competence • Evidenced high standards of hygiene and cleanliness • Own transport and clean driving license • Local area knowledge 	<ul style="list-style-type: none"> • NVQ Level 2 Certificate in Health & Social Care preferred • Understanding of H&S & Equal Opportunities Policies • Health & Safety 	<ul style="list-style-type: none"> • Application/ Documentary evidence • Qualification certificates • References • Full, clean driving licence • Business Car Insurance • Current year M.O.T. Certificate
Skills	<ul style="list-style-type: none"> • Understanding of support and care in the home • Willingness to tackle assessed and agreed light household cleaning jobs • Numeracy, to collect fees and prepare receipts • Literacy, to keep accurate records of work carried out/materials used • Organisational skills 	<ul style="list-style-type: none"> • Work in a related field 	Application/ Interview References
Experience	<ul style="list-style-type: none"> • Experience of carrying out home support in a professional capacity • Communicating with the public and clients, in person, on the telephone and in writing 	<ul style="list-style-type: none"> • Work in related field 	Application/ Interview References
Personal attributes	<ul style="list-style-type: none"> • Self-motivated and able to work on own initiative • Team player able to enjoy communication at all levels 	<ul style="list-style-type: none"> • Strong desire to support and assist with contracted client requirements 	Interview References