

Home Services Supporter

Reporting to:	Home Services Manager
Supported by:	HATH Coordinators
Department:	Help Around the Home
Hourly Rate:	£8.21 plus Travel Time and 45p per mile when service user in vehicle
Hours:	0 Hour Contract – paid by hour
Based at:	Age UK Portsmouth, The Bradbury Centre, Fratton, PO1 5RZ

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 the City of Portsmouth. 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.

Function of the Post:

Home Services Supporters (HSS) are expected to work as part of the charities Home Services provision undertaking regular and on-going practical help, companionship and assistance with everyday living around home and out in the communities of Portsmouth, Waterlooville, Havant and the surrounding areas.

Service support is prioritised via an assessment process carried out by the Home Services office-based team to ensure that local older and/or disabled peoples' needs are supported sympathetically and enthusiastically.

The purpose of the HATH service is to safeguard and promote the interests of older people and/or their carers by providing practical services and support to enable individuals to lead an independent lifestyle at home and within the community. Our service is a reliable, high quality source of one-to-one support for older people, giving them the opportunity to remain independent in their own homes, socialise and enjoy later life.

Principal Accountabilities:

- To carry out allocated tasks within the agreed timescales meeting the high standards required by AUKP
- To keep accurate records of all jobs completed including problems encountered, travel time, mileage and service user-signed receipts of all financial transactions for example, invoice payments, shopping, utility bill payments etc. Submitting this information to the Home Services office on a regular basis. This list is not exhaustive
- To immediately report hazards, faulty equipment and any incidents to the Home Services office in accordance with the AUKP's Home Services Induction, Lone Worker Policy and Health and Safety Policy

- Accept workload allocation from Home Services office, ensuring that clients feel supported and confident about re-booking for additional services as required
- To personally deliver weekly timesheet and client payments to The Bradbury Centre, 16-18 Kingston Road, PO1 5RZ every Thursday during opening hours
- To adhere to confidentiality and General Data Protections Regulations (GDPR) at all times including the secure storage of client details
- To attend and receive AUKP staff meetings, support, supervision, induction and training courses as required
- To carry out the agreed tasks appropriate to each client upon instruction, which might include a range of responsibilities such as household chores, pension/prescription collection, shopping (accompanied and unaccompanied), accompanied appointments, assistance with correspondence and companionship including supporting clients to attend/participate in social activities. This list is not exhaustive
- To undertake additional tasks such as Deep Cleans when requested providing they fall within the guidelines of the service and can be completed within the agreed time allocation informing the Home Services office if additional support is required.
- Report concerns and complaints from service users, implementing AUKP's Complaints Procedure when necessary
- To actively distribute Age UK Portsmouth literature and refer clients to other Age UK Portsmouth services and activities as appropriate
- To develop a rapport and understanding with the individual to ensure they feel safe and are supported in a way that meets their needs and aspirations
- To contribute to the monitoring of wellbeing and safeguarding of clients during the time they are receiving the service and to inform the Home Services office of any changes

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 be 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 both electronically and in hard copy.

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 • An awareness of the challenges facing older people and their right to personal choice and dignity • Embedded H&S practice and competence • Evidenced high standards of hygiene and cleanliness • Local area knowledge 	<ul style="list-style-type: none"> • NVQ Level 2 Certificate in Health & Social Care or equivalent • Understanding of H&S & Equal Opportunities Policies • Care Certificate • Own transport and clean driving licence with business cover 	<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 jobs • Numeracy, to collect fees and prepare receipts • Literacy, to keep accurate records of work carried out/materials used • Organisational skills • The ability to recognise an individual's needs and signpost them to other Age UK Portsmouth services • Ability to make own instant decisions and problem solve where time does not allow for contact with the office 	<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 	Experience in working with older people in a social care setting	Application/ Interview References
Personal attributes	<ul style="list-style-type: none"> • Self-motivated and able to work on own initiative • To be able to communicate at all levels • The ability and commitment to provide a high quality service • Excellent people skills with a friendly approachable style • Excellent time management skills and the ability to manage own workload. • Reliable and trustworthy • Diligent, conscientious, flexible, sensitive • Commitment to the values and ethos of Age UK Portsmouth 	<ul style="list-style-type: none"> • Strong desire to support and assist with contracted client requirements 	Interview References

Contract and Operating Hours:

By issuing 0 hour contracts, tax and National Insurance will be paid with holiday entitlement pro rata. The HSS's will work various hours but it is intended that more than 16 hours per week will be offered to the individual depending on the available Age UK Portsmouth client work load. However, we cannot guarantee a specific number of working hours per week. The HATH service operates Monday – Thursday, 8:45am to 5:00pm and Fridays 8:45am to 4.30pm.