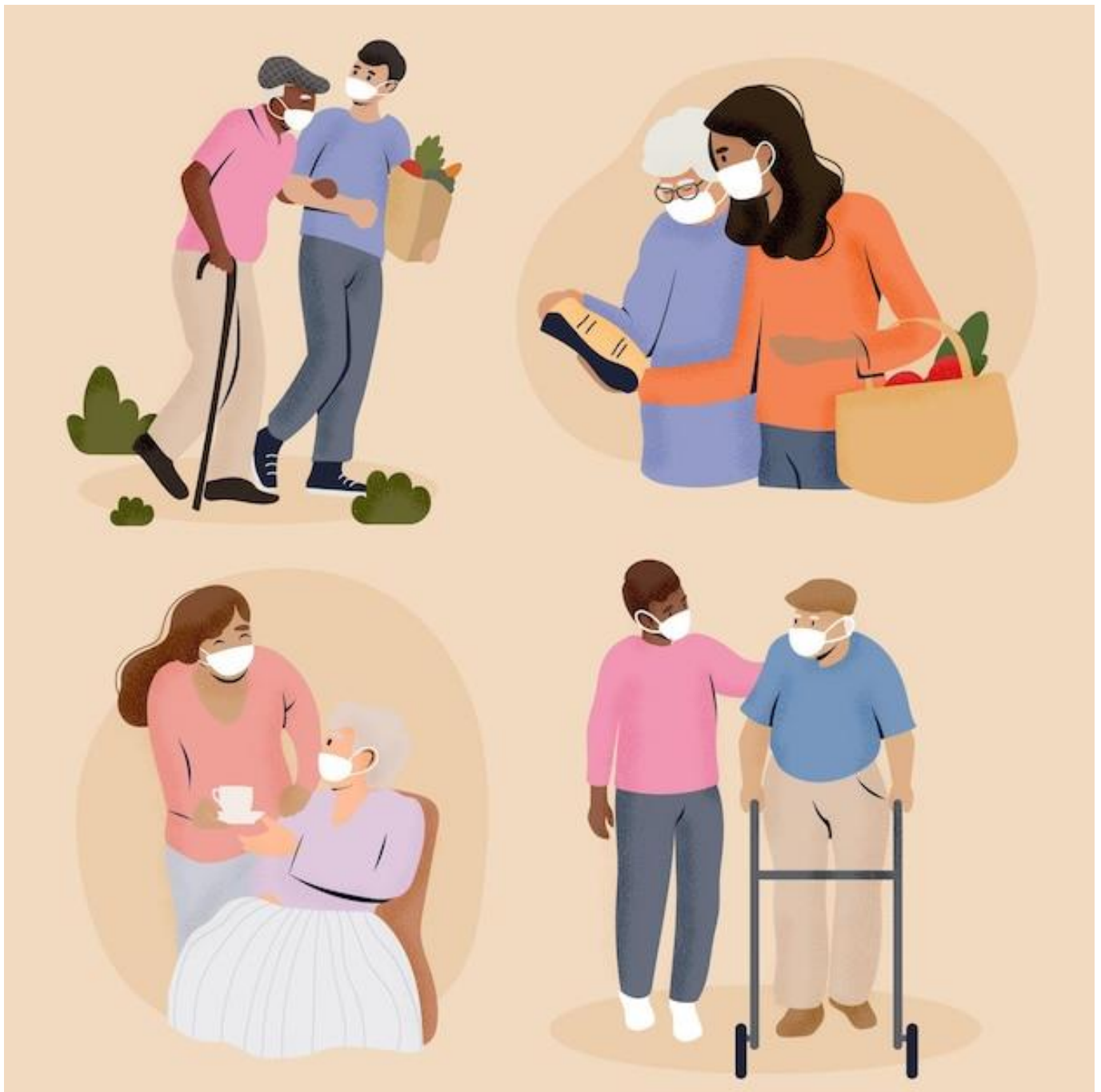




RECRUITMENT PACK

HOME SUPPORT WORKER



Are you a caring and compassionate individual who wants to work for an amazing charity?

Join our incredible team at Age UK and make a real difference in an elderly person's life.

Who are we?

Age UK Redbridge, Barking and Havering is a trusted charity which has been working with older people locally for 50 years.

Age UK Redbridge, Barking and Havering has achieved the Age UK Charity Quality Standard (CQS) and fundamentally believe in the FREDA principles:

Fairness

Respect

Equality

Dignity

Autonomy (choice and control).

We believe in celebrating age and working with the elderly to enrich their lives and provide the support where required.

What do we do?

We have a team of dedicated and trained staff making a positive difference to the lives of hundreds of older people and their carers each week. From Advice and Information services, Fall's Prevention, Care Navigation to Befriending, Help at home and much more, Age UK offer a variety of services to the elderly within Redbridge, Barking and Havering.

How can you help?

Age UK offer a service called Home Support. Clients' needs are individually assessed and for a small fee, we are able to provide Home Support Workers.

We seek to employ a flexible workforce who can develop their existing care skills. As a Home Support Worker, you will be an important person in an elderly person's life. Each of our clients help older people to live independently, safely and happily at home by assisting them with a variety of practical tasks such as shopping, cleaning, cooking and running errands. Home Support Workers also provide companionship and accompany clients to appointments or take them on outings.

No personal care is required for this role.

If you are:

- Dedicated
- Flexible
- Compassionate

In return we will offer:

- Full training
- Development to other areas of the business if interested
- A rewarding role that offers a great work life balance to fit around your needs

The important bits

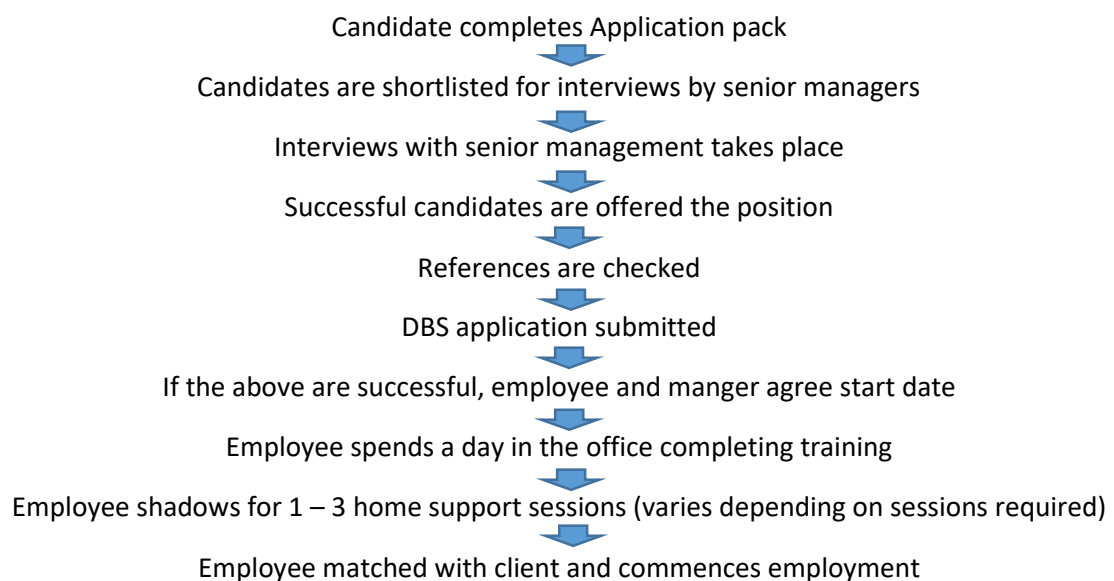
We have provided a detailed job specification and person description at the end of this pack alongside the application form but here are a few key bits of information to note;

- You will be on a zero hours' contract. The job will start with a few hours per week and will gradually increase depending on requirements and availability.
- A Disclosure and Barring Service (DBS, formally known as a Criminal Records Bureau (CRB)) check is required as you will be working with vulnerable people. Age UK will process this with you with no charge* as part of your role.
- A clean driving license and access to a vehicle is preferable as our service covers Redbridge, Barking and Havering. Location of your workplace will depend on client requirements.
- It is vitally important at Age UK that we have a person centred approach and ensure we employ reliable, punctual and committed employees. Once you are matched with a client, that elderly person will come to expect you. In many cases, they will look forward to seeing you and come to rely on you. If you join our team, please bear this in mind; this is more than just turning up. It is a position of responsibility.
- Travel time will be paid at the hourly rate from leaving your first client to arriving to your last

**A DBS will be provided at no cost. However, if an employee leaves the organisation within 3 months, the charge of the DBS check will be invoiced.*

Recruitment process

At Age UK, we conduct a fair and thorough recruitment process. Every role we recruit plays a vital role within our organisation and we believe in investing in our people. Below is the journey of recruitment you can expect:



AGE UK REDBRIDGE, BARKING AND HAVERING, BARKING and HAVERING

JOB DESCRIPTION Ref: 01/2023

JOB TITLE:	Home Support Worker
HOURS:	Zero hours' contract
SALARY:	£10.63 per hour + travel pay at hourly rate between clients if applicable
REPORTS TO:	Senior Manager – Home Support Services
LEAVE:	5.6 working weeks, inclusive of any public/bank holidays, averaged from hours actually worked
MAIN AIM:	To provide adults within our criteria domiciliary care in accordance with an agreed care plan

MAIN RESPONSIBILITIES AND DUTIES:

1. To support clients' independence and capacity to keep their homes hygienic, tidy and comfortable.
2. To receive and respond to all referrals from the Home Support Services Manager.
3. Assist clients with a range of domiciliary care tasks in accordance with the clients' wishes and the relevant procedures detailed by Age UK Redbridge, Barking and Havering. This may include cleaning, washing up, making beds, laundry or ironing. The foregoing list is not exhaustive and details will be included in care plan agreed with Home Support Services Manager. ***Please note, no personal care will be required for this role.***
4. Undertake shopping trips on behalf of clients following relevant procedures detailed by Age UK Redbridge, Barking and Havering using paperwork provided to support this.
5. Undertake trips to for pension collection/cash withdrawals on behalf of clients following relevant procedures details by Age UK Redbridge, Barking and Havering using paperwork provided to support this.
6. To accompany the Manager, when appropriate, on home visits to the client in order to assess the client's needs jointly with the client.

7. To refer to the Manager any changes in the client's condition that may indicate the need for additional support/services.
8. To regularly monitor and report back to the Manager the progress of the client, any changes to outcomes the client wishes to achieve and any problems / sources of anxiety encountered. Cause for concern could be triggered by changes to the client's health, failure of the client to eat or drink sufficient, the home temperature, safety or safeguarding issues. The list is not exhaustive.
9. To deal appropriately with any problems or requirements presented by the client either directly or via referral to the Manager.
10. To update and maintain all client records and details.
11. To provide regular reports concerning progress in relation to clients' care plans and agreed outcomes to the Manager.
12. To alert senior staff to safeguarding concerns that may arise in relation to any client, in line with Age UK Redbridge, Barking and Havering's Safeguarding Policy and Procedures.
13. To provide flexible cover for colleagues in the event of sickness etc. and work as part of a team.

GENERAL

1. Attend regular supervision sessions and annual appraisal meetings.
2. Attend staff meetings, training courses and appropriate meetings as required by Age UK Redbridge, Barking and Havering.
3. Undertake such other duties that are consistent with the general nature and level of the post as required by the Manager or CQC Registered Manager.
4. Comply with all Age UK Redbridge, Barking and Havering policies, with particular regard to the equalities and diversity, health and safety, safeguarding adults, and confidentiality policies.

HOME SUPPORT WORKER

PERSON SPECIFICATION

- Good oral communication skills.
- Good general levels of health and fitness, including the ability to climb stairs, use equipment (e.g. vacuum cleaners) and undertake cleaning etc.
- Ability and willingness to provide cleaning, making beds, ironing or any other tasks listed in the care plan within the client's home that do **not** involve personal care in a sensitive and safe manner.
- Flexible personality, able to respond to a wide range of tasks in conjunction with a care plan.
- Must be reliable and punctual.
- Capacity to offer more hours as they become available.
- Good team player. Willing to cover for colleagues as requested by Home Support Services manager.
- Ability to observe, record and report back to the Home Support Services Manager changes in the clients' health, needs or circumstances.
- Willingness to attend regular review/supervision sessions with the Manager and annual appraisals with a senior manager.
- Willingness to participate in a Disclosure and Barring Service Check.
- Ability to drive and have access to a vehicle preferable or demonstrate capacity to visit all areas.
- Ability to organise, prioritise and plan work.
- Commitment to the principles and practice of equality of opportunity.
- Commitment to sound health and safety principles as set out in Age UK Redbridge, Barking and Havering's Health and Safety policy.
- Willingness to attend such training as deemed necessary, including initial induction.
- Willingness to learn and abide by sound safeguarding principles as set out in Age UK Redbridge, Barking and Havering's Safeguarding Vulnerable Adults policy to protect vulnerable adults from abuse, neglect and harm.
- Willingness to abide by established policies and procedures of Age UK Redbridge, Barking and Havering.
- Flexibility of approach – this is essential in a charitable organisation as all staff provide some degree of reciprocal cover.

GUIDANCE NOTES

You are advised to read the following notes carefully as the decision to shortlist you for interview will be based on the information you provide in the form. This advice is designed to help you complete the application form as effectively as possible.

Equal Opportunities

Age UK Redbridge, Barking and Havering is committed to ensuring equality of opportunity for all job applicants. People from minority ethnic groups and people with disabilities are currently under-represented in our organisation and we positively encourage applications from these groups.

Examine the job pack

All Age UK Redbridge, Barking and Havering job packs contain a job description, person specification and information about our organisation. Read all of this very carefully before completing your application.

Analyse your experience

Ask yourself why you are interested in the job? Would it be a promotion or a good career move sideways to broaden your experience?

Analyse the person specification - what evidence can you provide to demonstrate that you have the necessary skills, knowledge and experience to meet each item in the person specification?

Consider any experience you have acquired outside work, such as community, voluntary or leisure interests.

Presentation

- ◆ Make sure you read the form fully before writing anything
- ◆ Use a black pen or type your application form to aid photocopying
- ◆ Read the completed form and check for errors, e.g. spelling
- ◆ Have you answered every question?
- ◆ Have you signed it?
- ◆ Keep a copy of the form for reference

Completing the form

Factual Information: Complete the factual parts of the form first, such as name, address etc.

Education: The holding of an educational qualification will only influence shortlisting where this is specifically recorded as an essential criterion. It is important that you include any training that has not led to any qualification/accreditation.

Employment History: Write here the names and addresses of present and past employers. Remember to list any community or voluntary work you have done - this can be as relevant as paid work experience.

References: If you have been employed, one referee must be your present or your last employer. If not, think of someone who can say something useful and relevant about you. Referees cannot be

related to you or live with you. If you are known by a different name by a referee, make sure you include this on the form.

Experience and Skills

This is where you make your case for the job. Make sure that you fill in this section; if you do not, we will be unable to assess your application against the person specification.

Do not merely repeat your career history but pick out your skills, knowledge and experience required by each aspect of the person specification and provide evidence that you possess them.

You should use separate headings for each requirement of the person specification.

Mention any relevant experience you have acquired outside work, such as community, voluntary or leisure interests.

Above all, gear your application to this specific job.



STRICTLY CONFIDENTIAL

**APPLICATION FOR EMPLOYMENT WITH
AGE UK REDBRIDGE, BARKING and HAVERING**

Please complete in black ink or type. Do not send a C.V. as they are not accepted. Read the guidance notes in the pack before completing this form.

Please note, the personal information page will be removed prior to shortlisting to maintain fairness.

Return Address –Please return this form by post or email to:

Post applied for:

POST:

FAO: Admin
Age UK Redbridge, Barking and
Havering. 4th Floor, 103 Cranbrook
Road, Ilford, IG1 4PU

EMAIL:

admin@ageukrbh.org.uk
Application enquiries call:
020 8220 6000

Personal Details

First Name:

Last Name:

Address including postcode:

Mobile Telephone Number: [essential]

E-mail Address: [essential]

Other Contact Number:

Work Telephone Number:

Can we contact you at work? YES/NO

1. Do you have a full valid UK driving licence?
YES/NO

2. Do you have the use of a car?
YES/NO

3. Do you have the right to work in the United Kingdom? YES/NO
(Applicants will be required to provide documentary evidence of their right to work in the United Kingdom if invited for interview.)

4. Are you a friend of or related to an Age UK Redbridge, Barking or Havering volunteer, staff member or trustee?
YES/NO

If yes, please let us know who and in what capacity you know them:

5. How did you hear about this vacancy? (Check all that apply)

- | | |
|--|--|
| <input type="checkbox"/> Online/Google Search - Age UK Website | <input type="checkbox"/> Word of mouth – Age UK staff/volunteer |
| <input type="checkbox"/> Other website – | <input type="checkbox"/> Word of mouth – other |
| <input type="checkbox"/> Email from Age UK | <input type="checkbox"/> Print advertising – newspaper, magazine |
| <input type="checkbox"/> Social Media - Facebook, Twitter | <input type="checkbox"/> Poster/leaflet |
| <input type="checkbox"/> Other – please specify: | |

6. Do you have any special needs to be taken into account at the interview, i.e. communication etc.? YES/NO

If yes, please let us know:

Present Work Experience

- 7. Please state your current role/job title:
- 8. Please state the Name of your current/or most recent employer:
- 9. Please state the full Address including postcode of your current/or most recent employer:
- 10. Please state the telephone of your current/or most recent employer:
- 11. Dates of employment: From _____/_____/_____ To _____/_____/_____
- 12. Present salary
- 13. Please state the number of days off for illness in the past 2 years:
- 14. Period of notice required:
- 15. Reasons for leaving:
- 16. Brief Description of duties:

Previous Work Experience

Please complete in chronological order starting with your most recent job. Please include details of any voluntary work undertaken. Continue on a separate sheet in necessary.

From	To	Name and address of employer	Job title and brief description of duties

From	To	Name and address of employer	Job title and brief description of duties

Education/Training

Please list education and training you have undertaken including part time and “in-service” training.

From	To	School/College/Training organisation	Name of course and qualification

Public duties

Please give details of any public service duties that you are required to perform (e.g. JP, Councillor)

Other aspects/Information

This is an opportunity to draw attention to your other work. Voluntary activities, interests, public duties etc. which you feel are relevant to the post and have not already been covered elsewhere on the form.

About you

In this section we would like you to say why you are interested in this post. Please read the Job Description and Person Specification and describe the skills and experience from either your working or personal life which you would bring to the job (Please continue on a separate page if necessary).

References

Age UK Redbridge, Barking and Havering’s normal policy is to take up references when we intend to make an offer of Employment. Please give details of two referees, one of whom should be your present or most recent employer and the other, if possible, another employer or someone who knows you in a professional capacity who can provide a character reference.

<p>1. Name of referee:</p> <p>Address:</p> <p>Tel No:</p> <p>E-mail [essential]:</p> <p>In what capacity do you know this referee? <i>E.g. former employer, colleague</i></p> <p>Do you object to referees being contacted prior to interview? YES/NO</p>	<p>2. Name of referee:</p> <p>Address:</p> <p>Tel No:</p> <p>E-mail [essential]:</p> <p>In what capacity do you know this referee? <i>E.g. former employer, colleague</i></p> <p>Do you object to referees being contacted prior to interview? YES/NO</p>
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DECLARATION

By signing and returning this application form, you consent to Age UK Redbridge, Barking and Havering using and keeping information about you or by third parties such as references, relating to your application or future employment. The information will be used solely in the recruitment process and will be retained for 6 months from the date on which you are informed whether you have been invited for an interview. Such information may include details relating to ethnic origin and disability. These will not be disclosed to any third party.

I declare that the information on this form is true and complete. I understand that any false information could lead to disciplinary action, which may result in instant dismissal. I also understand that the appointment will be subject to satisfactory references, confirmation of qualifications, a police check and checks in accordance with the Immigration and Asylum Act 1996.

SIGNED..... **DATE**...../...../.....

Age UK Redbridge, Barking and Havering
4th Floor, 103 Cranbrook Road, Ilford, Essex IG1 4PU
020 8220 6000
admin@ageukrbh.org.uk

IN STRICTEST CONFIDENCE
CRIMINAL RECORD DECLARATION

As a member of staff working with Age UK Redbridge, Barking and Havering you will be working with older people who may be frail and vulnerable.

An organisation working with vulnerable people is expected under the Rehabilitation of Offenders Act 1974 to check for criminal convictions. Staff working with Age UK are required to declare **ANY** previous criminal convictions, even those which would normally be considered spend under the act.

Having a criminal conviction does not mean necessarily exclude you from employment with us.

Please answer the following questions:

Do you have any previous convictions? YES/NO

Do you have any court appearance pending? YES/NO

If you answered "YES" to any of the above questions, please give details below

SIGNED..... DATED...../...../.....

Age UK Redbridge, Barking and Havering

EQUAL OPPORTUNITIES MONITORING FORM

This form will be used to monitor how Age UK Redbridge, Barking and Havering compares nationally (and locally) with regard to equal opportunities.

It will not be held for any purpose other than monitoring.

This form is optional and anonymous. It does not constitute any part of the recruitment and selection process and is separated from application form on receipt by a member of staff who is not involved in the recruitment and selection of staff.

Please complete this form in **BLACK** ink

Would you describe yourself as:

Male Female Non-binary Prefer not to say

If you prefer to use your own term, please specify here

Age: 16 – 24 25 – 34 35-44 45 – 54 55 – 64

Date of Birth:/...../.....

Disability: Do you suffer from a recognised disability as outlined in the Disability Discrimination Act or DDA (see end of form for definition)? **YES / NO**

DISABILITY DEFINITION

Individuals who were registered under the Disabled Persons (Employment) Act 1944 on both 12th January 1995 and 2nd December 1996 are treated as being disabled under the DDA.

The DDA states: ‘a person has a disability...if he has a **physical or mental impairment** which has a **substantial and long-term adverse effect** on his ability to carry out **normal day-to-day activities**’.

If so, please state what that disability is:

.....

Ethnicity:

White UK		White/Black African		Indian		Black Caribbean	
Irish		White Asian		Pakistani		Black African	
White Other		Mixed other		Bangladeshi		Black other	
White/Black/ Caribbean		Chinese		Asian other		Other	

Sexual identity:

Heterosexual Gay Lesbian Transgender Prefer not to specify

Religion: