

Age UK Salford

JOB DESCRIPTION

JOB TITLE:	Cleaning and Shopping Assistant
JOB LOCATION:	City of Salford
RESPONSIBLE TO:	Cleaning & Shopping Co-ordinator
HOURS OF WORK:	Flexible
REMUNERATION:	£11.44 per hour plus travel expenses and mileage allowance. DBS check provided by Age UK Salford plus 7% non- contributory pension where applicable and cash health plan.

1. MAIN PURPOSE OF JOB:

To provide a high quality and reliable cleaning and/or shopping service to older people and residents of Salford.

To be part of a dynamic team working to provide flexible cleaning and shopping services to older people within their own homes.

To adhere to the weekly/fortnightly schedule of work for each individual client as provided by the Service Coordinator

To work efficiently and effectively ensuring that this service fits in with the strategic aims and objectives of Age UK Salford.

2. MAIN DUTIES AND RESPONSIBILITIES:

- 2.1 To work within service user's own homes undertaking practical and routine tasks such as housework, laundry and ironing.
- 2.2 To undertake local shopping as required by the client.
- 2.3 To participate in a flexible working rota in accordance with service user's demands.
- 2.4 To respect users' personal belongings and maintain confidentiality.
- 2.5 To report any changes in service requirements which do not form part of the original contractual agreement.
- 2.6 To ensure all duties undertaken are carried out in a professional manner and to the highest possible standard.
- 2.7 To log in and out of the service users' home on each visit using Age UK Salford's Call Round Application.

- 2.8 To ensure weekly/fortnightly rotas are maintained accurately.
- 2.9 To follow Age UK Salford's policies and procedures.
- 2.10 To attend mandatory training courses or any other training that is deemed as necessary by the Organisation.
- 2.11 To be familiar with Age UK Salford's other services and to adhere to all the organisational procedures and codes of conduct including equal opportunities.
- 2.12 To complete relevant risk assessments prior to commencement of practical duties.
- 2.13 To receive and contribute to regular supervision from your Line Manager.
- 2.14 To ensure that any changes in service are made following consultation and agreement from the service user and your line manager.
- 2.15 To promote and generate public awareness of the Cleaning & Shopping service.
- 2.16 To work constructively as a member of the Income Generation Department.
- 2.17 To provide an excellent standard of customer service at all times, recognising the needs of the client.
- 2.18 To carry out any other duties reasonably required by the organisation.

Age UK SALFORD HOME SERVICES ASSISTANT

PERSON SPECIFICATION

Applicants should demonstrate in their application the extent to which they meet the following criteria:

Essential Criteria

1. Ability to demonstrate a minimum of 2 year's previous experience undertaking cleaning and shopping duties outside of your own home environment or as a commercial undertaking.
2. Experience in working within Salford or our local community preferably with older people.
3. Friendly, enthusiastic and approachable.
4. Good verbal communication skills to liaise effectively with our older clients.
5. A flexible approach towards working hours and the ability to work to a rota system.

6. A willingness to log in and out of client's homes using the Age UK Salford Call Round App on your mobile phone.
7. Basic literacy and numeracy skills are essential for the wide range of duties involved.
8. Commitment to working efficiently to meet high standards and in a timely manner.
9. A significant number of duties involve physical and manual work. Applicants should be able to demonstrate their ability to perform these duties.
10. Be reliable and trustworthy with the ability to respect confidentiality.
11. A full driving licence and use of car for work covered by business class insurance or is able to be driven from client to client.
12. Willingness to attend training, supervision and team meetings.
13. Eligible to work legally in the UK.

Desirable Criteria

1. Experience of working with older people
2. An understanding of the needs/empathy with older people
3. Experience of administration
4. Experience of completing risk assessments
5. A recent Moving & Handling certificate