Age UK Sheffield

Job description	**1-1 Practical Assistant**
Hours	**To be agreed between the postholder and line manager between the hours 9am – 5pm Weekdays**
Accountable to	Service and Standards Manager
Employing Authority	Age UK Sheffield
Salary	**£ 14,279 per annum based on 36.25 full time contract.**

Purpose of post
To enable older people to live independently by providing:
- tailored assistance to individual customers city wide;
- generic support to the Independent Living Coordinator team.
- to provide evening and weekend cover for the service

Base
Practical assistants work in customers' own homes and in a variety of community settings across the city. Every effort will be made to minimise travel time however practical assistants will be required to work in any part of the city including Age UK Sheffield's city centre office.

Customers
Customers are older people (over the age of 50). Some live with dementia, learning disability, physical disability and/or serious and enduring mental health problems. Some are terminally ill. All support will be tailored to individual needs.

Specific duties and responsibilities

The Practical Assistant is responsible for:

1. an agreed caseload of older people with complex needs requiring support in their own homes.
2. providing a programme of support, as agreed with the customer and Independent Living Coordinator, that enables customers to live independent lives, make informed choices and play a full part in achieving agreed outcomes, advocating on behalf of customers when necessary.
3. delivery of personal assistance. To carry out a wide range of practical tasks to a high standard within the required timescale. These tasks may include (but are not limited to):

- supporting customers with reading and dealing with correspondence, collecting pensions, paying bills, setting up direct debits;
- enable customers to shop, cook and eat – this may include assisting with preparation of a shopping list, accompanying customers to the shops and/or enabling customer to shop ‘on-line’;
- enable customers to set up and access appointments.
- household cleaning,

6. enabling full participation of customers in group activities of their choice, such as: trips out for lunch, friendship groups, activity groups and lifelong learning groups. This may include (but is not limited to) making practical arrangements such as booking activities, arranging transport, handling customer payments and completing reports.
4. providing cover across Age UKS services as required.
5. as part of a team, contributing to the development of services and undertake evaluation of customer satisfaction, feeding results back to the Independent Living Coordination Manager.
6. monitoring changes to customer’s circumstances, safety and welfare, taking appropriate action to minimise risks.
7. reporting issues of concern directly to the Independent Living Coordination Manager and any suspicions or allegations of abuse in line with Age UKS Safeguarding Vulnerable Adults and Children Policy.
8. maintaining up to date knowledge of all Age UK Sheffield services and enabling customers to access additional relevant resources, making use of www.oldersheffield.org.uk.
9. maintaining accurate and up to date customer records and complying with funders monitoring requirements.
10. maintaining accurate and up to date records of working hours.
11. attending bi-monthly supervision, team meetings and training and carrying out work agreed as a result.
12. working within Age UK’s Organisational Quality Standards.
13. working alongside volunteers as required, providing them with appropriate mentoring and support.
14. Additional duties will be required of those who have undergone the required training and have the necessary skills (to be agreed between Age UKS and Practical Assistant at the time of appointment). These duties may include (but are not limited to):
    - helping people to down-size and dispose of household rubbish;
    - basic garden maintenance such as mowing lawns and pruning overgrown plants;
15. Any other related duties and responsibilities as may arise.

All duties and responsibilities to be carried out in accordance with agreed Age UK Sheffield policy and procedures.

General approach

- customer-led; active facilitation of customer involvement in all activities;
- enable customers to achieve planned outcomes;
- enable customer choice and control over the support they receive;
- responsive, creative, flexible ‘can-do’ attitude;

- enable staff, customers, carers and volunteers to participate in service development;
- sensitive and non-judgemental approach - make no assumptions about what customers can/can't do or will/don't want to do;
- accurate, methodical and appropriate record keeping, in accordance with the Data Protection Act;
- promote networking, reflective practice and shared learning between customers, staff, volunteers and student social workers;
- foster interpersonal skill development;
- promote individual development and shared responsibility through service delivery and team working;
- maintain professional relationships at all times and disengage from customers appropriately.

Most challenging part of the job

- facilitating active customer involvement to achieve agreed outcomes;
- working in a variety of settings including the customers' own homes, some of which may present environmental health risks;
- flexible working to meet the requirements of each service.

Communication and working relationships

- with customers, carers, families, partner carers, professionals, other organisations students on placement and volunteers;
- part of a team of support staff;
- with the Independent Living Coordination Manager for supervision and joint annual review;
- with all Age UK Sheffield services to optimise the effectiveness of service provision as a whole.

Arrangements to compliment this post

1. **Induction**
   All staff will complete an induction before beginning direct work with customers. Induction will include all Age UK Sheffield policies and procedures e.g. Health and Safety, Confidentiality, Staff Handbook, and give new staff the opportunity to shadow other Age UK Sheffield services.

2. **Training**
   A comprehensive training programme will be given to all support staff to ensure they are fully aware and able to support the needs of a diverse range of older people.
   Safeguarding Vulnerable Adults and Children training will be completed within 6 weeks of commencement of employment in line with Age UK Sheffield Safeguarding Vulnerable Adults and Children Policy.

   All staff are observed directly in their work by an Independent Living Coordination Manager at least annually.

3. **Special requirements**
   - Full UK driving licence
   - Unrestricted access to a motor vehicle with insurance cover for the use of the vehicle during employment.
   - Appointment is subject to a satisfactory Disclosure and Barring Service (DBS) check at enhanced level..