

## **AGE UK SHROPSHIRE TELFORD & WREKIN**

### **HOME SUPPORT WORKER – HELP AT HOME SCHEME PERSONAL SPECIFICATION**

The following points should be identified in the Application Form.

#### **ATTRIBUTES**

##### **Qualifications**

Applicants should have a good standard of education.

##### **Skills/Knowledge**

- Experience of household/garden tasks preferably within another's home.
- Ability to maintain household cleanliness and hygiene to a satisfactory standard.
- Ability to carry out practical tasks to a high standard.
- Able to use household appliances and gardening equipment.
- An awareness of the need to preserve the dignity, independence and choice of older people.
- An understanding of and empathy with the needs of older people.
- Ability to relate one to one with the older person.
- Understanding of what constitutes a risk.
- Willingness to report any concerns about the older person.
- Ability to deal with record keeping and financial transactions.
- Ability to work as part of a team and with minimum supervision.
- To be a car driver/owner is desirable.

##### **Personal Attributes**

- Ability to communicate effectively with older people, volunteers and care professionals.
- Ability to maintain Service Users confidentiality at all times.
- Ability to motivate and manage self.
- Ability to work calmly whilst under pressure.
- Ability to treat the Service User with respect, patience and understanding.
- To have the vitality and energy necessary to cope with this demanding position.
- To be presentable with a friendly, approachable manner and an enduring sense of humour.