 Age UK Suffolk

14 Hillview Business

 Old Ipswich Road, Claydon

 Ipswich, Suffolk IP6 0AJ

 Tel: 01473 359911

 Fax: 01473 287955

 www.ageuksuffolk.org.uk

Dear Applicant Date as Postmark

# Home Service Assistant

Thank you for your enquiry regarding the above post. Please find enclosed an information and application pack which includes:

* job description, additional information about the post
* person specification, application form
* employment of ex-offenders form, Monitoring Forms

We think of ourselves as ‘Home Service Assistants ’, taking care of the domestic needs of our clients so they can maintain as much independence as possible in their own home. We may support our clients in many ways including housework, cleaning, shopping and laundry **but we do not attend to personal care needs.** We hope our staff will form friendly relationships with clients, working within our guidelines for the service as this is a rewarding part of their work.

The Home Service delivers a high quality, reliable service to its clients, enabling them to retain independence in their own home. The service is available to anyone over 60 who has a need for the service. The service is provided between 9 am and 5 pm Monday to Friday so there is no weekend or evening work.

All Home Service Assistants are part-time and there is no guarantee of hours, but once allocated a client they are yours on a permanent basis. Working time is built up gradually to allow you to get to know your clients without being overloaded, and avoid us having a waiting list of people who need help. This is why we ask you to tell us the hours you are available for work.

If you wish to proceed with an application for the post, you should complete the application and other forms as required and return them to the address above. There is no closing date on this particular post and your application will be dealt with as soon as it is received in the appropriate office. Please do not feel that your application has been ignored if you do not receive an immediate response. We may already have filled our needs this time, **but**, because the service is always growing and we have a very small budget for recruitment advertising, we will hold on to your application so that we can contact you when another vacancy arises in your area.

If you have any questions or queries regarding the post please do not hesitate to contact the HR Department on the above number. Thank you for your interest.

Yours sincerely,

Cathy Paxon

HR Manager



**JOB DESCRIPTION**

 **Job Title: Home Service Assistant**

 **Responsible to: Supervisor**

# MAIN PURPOSE OF POST

To provide practical domestic assistance as required to clients in their own homes including general housework, laundry, ironing and shopping. To ensure all services are of a high quality; customer focused at all times and provided in an efficient, professional and friendly manner.

# Main Duties

#  Clients

**1.1** To always treat clients with respect and dignity and to deliver all services in a

professional and friendly way.

**1.2** To carry out the required cleaning, shopping, laundry and/or ironing tasks within the time allocated as agreed with the client and in accordance with their wishes.

**1.3** To undertake any additional domestic tasks when requested by the client or notified by the supervisor in accordance with the service guidelines and within the agreed time allocation.

**1.4** To ensure all tasks are completed to the satisfaction of clients and that their expectations of service delivery are fully met.

**1.5** To ensure all tasks involving the use of, or collection of, client money is accurately recorded and receipted in accordance with the service guidelines.

**1.6** To be aware of when a client’s needs may change in relation to the timing of the delivery of the service or the actual services provided, and to advise the Supervisor or central office of this.

**1.7** To be aware of the well being of all clients and to inform the supervisor or central office of any concerns you have as to their welfare or safety.

**1.8** In the event of an emergency situation arising, to follow the emergency procedures discussed during induction and set out in the Home Help Service handbook.

 **Administration**

**1.9** To complete all paperwork relating to work completed as required and necessary for both clients and Age UK Suffolk to retain for their records.

**1.10** To always advise the first client of the day whenever you are unable to attend for work regardless of the reason.

**1.11** To complete a timesheet promptly at the end of each working period and forward this to the office in accordance with the timeframes set.

**1.12** To accurately record all expenses and submit these promptly in line with the internal procedures

**1.13** To follow the procedure as stated in the Home Help Service handbook for any invoice payments received from the client.

**1.14** To advise the office at least half an hour prior to your start time whenever you are unable to attend for work.

**1.15** To report all incidents and accidents promptly using the correct forms and in accordance with organisational procedures.

**1.16** To ensure all client details are secure and kept confidential at all times.

1. **Personnel**

 There are no direct personnel responsibilities with this post.

1. **Finance**

 To comply with the organisation’s financial and administrative procedures.

1. **Service Development**

 To contribute ideas for the development or improvement of new services

# 5. Quality Assurance

5.1. To ensure high quality customer service is delivered to everyone who receives a service of any kind from the organisation

5.2 To ensure work is carried out in accordance with any quality assurance system, service standards or agreed targets in place.

# 6. External Relations

 To ensure that everyone that the post holder comes into contact with whether in person or by telephone or other form of communication (regardless of their attitude) are dealt with in a friendly, courteous and efficient manner as expected of a caring organisation.

# 7. Internal Relations

 Age UK Suffolk aims to maintain goodwill among all its staff and volunteers. To

assist in achieving this aim employees are expected to work with other staff and

 with volunteers, in their own service or any other, in a courteous, co-operative and

 sympathetic manner.

**8. Organisational Policy and Development**

 To read and comply with the policies and procedures of the organisation.

# 9 Equal Opportunities

Age UK Suffolk 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 of their work.

# 10. Health and Safety

10.1 To comply with the employees’ responsibilities under the current Health and Safety at Work Act, to take reasonable care of their own health and safety and that of other persons who may be affected by their acts or omissions at work and to cooperate with the organisation in meeting its statutory duties.

10.2 To ensure the effective management of the safety, security and maintenance of any buildings, information systems, fittings and equipment under the control of the post holder.

10.3 To attend all health and safety related training as required by the organisation.

# 11 Data Protection

To comply with the General Data Protection Regulations (GDPR) and give due regard to confidentiality of personal information at all times.

# 12 Any other duties

To undertake any other duties that may reasonably be required.

Signed……………………………… Print Name ………………........ Dated ……………

Employee

Signed………………………………………… Dated…………………………………………..

HR Manager

 **NOTE**: This is a description of the job as it is at present and does not form part of the contract of employment. Job descriptions will be regularly reviewed and changed when necessary in consultation with the post holder.

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| **PERSON SPECIFICATION****For Home Service Assistant** |

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Age UK Suffolk uses a range of measurement factors to determine an applicant’s suitability for appointment. In order to be short-listed for interview it is essential that you ensure your application demonstrates clearly how you already meet our personal criteria for this post giving examples where you can, or how you are prepared to gain the skills, knowledge and/or experience required.

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| **Responsibility**  | **Personal Criteria** **Experience, Skill, Ability or Knowledge required**  |
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| Finance  |  Numeracy skills and knowledge of cash  handling  |
| Working with Clients/ service users and/or customers  | Good people skills with a friendly approachable style and ability to generate trust and form positive relationships. Previous experience in a similar role Previous experience of working directly with older people or other vulnerable groups Knowledge of the current issues facing older people and their family carers  |
| Quality Assurance and Customer Service   | Ability to stay calm at all times Ability to work to high standards of cleanliness Previous experience of working in a customer focused role and a commitment to good customer care  |
|  Communications   | Friendly approachable nature Ability to communicate verbally with a wide range of people Effective listening skills  |
| Administration  | Ability to record data and information accurately Understanding of the need for confidentiality  |
| Health and Safety  |  Understanding of and ability to work safely in a  lone working environment. |
| Training   | Willingness to develop skills and attend training  |
|  General    | Self motivated and enthusiastic with a positive approach to work Ability to prioritise own workload  |

If you are interested in this role but are worried that you might not have all the necessary experience or skills please continue to submit your application as some criteria are more important than others. Alternatively you can phone our HR Department on 01473 298681 for an informal discussion before applying.

**ADDITIONAL INFORMATION**

**FOR POST:** Home Service Assistant

**Please see below some additional information on this post.**

1. **CLOSING DATE** There is no closing date for this application.

1. **SHORT-LISTING** Applicants will be invited for interview by

 Telephone and this will be confirmed in writing.

1. **INTERVIEW DATE:**  Interviews will be arranged according to the needs of the service in each area. If applicants do not hear immediately they may be kept on file and contacted in the future when there is a need in their postcode area.

1. **SALARY:** £8.22 per hour (plus travel time and mileage)

1. **HOURS:** Flexible days/hours to be worked Monday to Friday, between 9 and 5

 only, by mutual agreement to meet the needs of the service.

1. **PENSION:** A contributory pension is offered, along with Life Assurance.

1. **HOLIDAY:** Holiday entitlement is 28 days a year. There is no entitlement to paid bank holidays.

1. **SICK**: Statutory Sick Pay is only payable to those staff who meet the qualifying criteria.

1. **SMOKING:** Smoking is not allowed in clients homes.

1. **LOCATION:** Variable and as allocated by the local Team leader.

1. **DBS:** This post is subject to an enhanced Disclosure Barring Service check (formerly

 known as CRB) which the employee is responsible for paying for. The cost is £44.

1. **TRAINING:** Training will be provided as required and necessary and may involve travelling.