

Rapid Response Support Worker Role Profile

£10.65 per hour (including holiday allowance)

Working for Help at Home and Home from Hospital joint rapid response project for Age UK Sutton clients

The Rapid Response Team is a new team, and team members will support Age UK Sutton's 'Home from Hospital' and 'Help at Home' services.

The Home from Hospital Service is designed to help older people settle back at home after a stay in hospital by providing 4-week packages of practical, social and emotional support. The Help at Home service is AUKS's social enterprise which offers ongoing practical support enabling older people to live independently and safely in their own home.

As a Rapid Response Support Worker, you will work across both Home from Hospital and Help at Home delivering the practical support element of the 4-week service and providing cover for periods of sickness, annual leave and initial practical assistance to Help at Home clients. This work will be available at short notice due to its rapid response nature.

As a member of the Rapid Response Team, you will:

- Assist older people in their homes with a variety of practical tasks such as shopping, light cleaning, bed changing, laundry and preparing a light meal;
- Promote older people's choice, independence, dignity, respect and other rights;
- Report to and take instructions from the Home from Hospital Managers and the Help at Home Co-ordinator;
- Be able to work at short notice.

You will be employed on a Zero Hours Contract.

When working with Home from Hospital clients you will need to commit to supporting clients for the entirety of their 4 week package.

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. A clean driving license and access to a vehicle is preferable for this role.

Responsibilities:

Support provision

- Visit clients in their own homes once a week for up to 1.5 hours for a maximum of 4 weeks (Home from Hospital)
- Carry out a variety of practical tasks around the house, eg shopping, light cleaning, meal preparation, bed changing and laundry. *There is no personal care involved*
- Accompany clients on short trips to rebuild their confidence.
- Carry out shopping as required (usually a week provision for 1-2 people)
- Undertake the tasks detailed in the client's support plan using a person-centred approach

Recording and reporting

- Provide feedback after each visit by completing an online record
- Raise issues of concern with the Manager/Coordinator, eg potential risks to the client's safety, security and wellbeing, running late or unable to visit a client

General

- Attend and participate in regular team meetings and any other relevant meetings.
- Attend in-house and external training pertinent to the post.
- Observe all health & safety rules and take reasonable care to promote the health and safety of self and others.
- Comply with all Age UK Sutton policies and procedures.
- Undertake any other tasks which are within the scope of the post.

Person Specification

Experience & Knowledge

- Experience, either paid or unpaid, of working with older people.
- Understanding the needs of older people.

Skills & Abilities

- Compassionate, patient and caring
- Flexible, conscientious, self-motivated and reliable
- Effective communicator both verbally and non-verbally
- Record with accuracy and detail
- Use own initiative - able to work independently and problem solve
- Good IT skills, email and use of Apps and websites
- Willing to work across the whole Borough of Sutton