

# Job pack

A large abstract graphic composed of several overlapping, diagonal bands of color. From top-left to bottom-right, the colors are: dark blue, bright blue, magenta, orange, lime green, and light blue.

**Help at Home  
Support Worker**

## This pack contains the following sections:

- About the employer: Age UK Sutton
- Role description and person specification

### About the employer: Age UK Sutton

Age UK Sutton (AUKS) is an independent, local charity with a turnover of around £1.2m. The charity is a brand partner of Age UK, and as such benefits from membership of a network of similar small independent charities across the UK, whilst being able to maintain a focus on local issues in the London Borough of Sutton.

The charity delivers a mixture of 'on demand' services, commissioned services, social and community activities, and is increasingly involved in local influencing and strategy. Age UK Sutton is the lead partner for the older people's strand of the Sutton Plan, the local plan to develop services and improve life for all residents in Sutton. The charity works extensively in partnership with a wide range of other local charities, community groups, and statutory bodies including the NHS and the Council.

We are a small charity with 30 staff, some part-time, and a cohort of over 40 further workers delivering variable hours in our 'Help at Home' support services. The charity also has over 50 volunteers in a growing cohort.

Age UK Sutton enjoys an open and participative working environment. We work to our core values of being supportive, professional and person centred. These are reflected in the way we work with older people, with each other and with our partners. A key element of all roles is to develop and maintain the organisation's working ethos and culture.

Age UK Sutton strives to provide a supportive working environment for all staff and volunteers in order that they can develop personally and professionally and acquire new skills. We are a flexible employer and pride ourselves on being a family and carer friendly workplace. We are a founding signatory of the #ShowTheSalary campaign so we have pledged to always show the salary when we advertise roles, to help close the pay gaps that exist in the sector and give all candidates a more equal chance of a fair wage. We also encourage and welcome applications from non-graduates. If there are any reasonable qualifications required for the role we will clearly state this and explain why.

## The Role:

# Help at Home Support Worker

Flexible/Regular hours between 10-37.5 hours per week

£14.18 per hour (inclusive of holiday pay)

The Help at Home Support Worker role is a central delivery function of the Help at Home service which enables older people in Sutton to live independently and comfortably at home

**Responsible to:** Help at Home Coordinator

**Based at:** Customers home locations across the Borough of Sutton, with occasional office or community based training and team meetings as required

### **Job Purpose:**

Help at Home is an in-home practical support service available to older people living in London Borough of Sutton.

Supporting people in their homes to enable them to remain independent, to improve quality of life and enable social contact.

### **Job Description:**

As a Support Worker you will be required to carry out:

- Shopping with or on behalf of your client at their preferred shop
- Putting away of groceries in the home
- Washing up, cleaning and dusting surfaces in the home and light cleaning
- Vacuuming, sweeping and mopping
- Laundry and ironing
- Bed making
- Collection of prescriptions, post, or parcels
- Preparation of light meals, soup and sandwiches
- Accompaniment to activities or appointments outside of the home
- Specific tasks as agreed with client and coordinator such as playing board games, reading, crafts, conversation

As a Support Worker you will work with regular clients and get to know their preferences and needs and you will be able to be flexible and adaptable whilst mindful of your role as a professional in their home to secure safe and respectful boundaries.

You may at times be asked to cover clients who are not regularly your own and you should be able to deliver a consistently good quality service to any client.

### **Duties:**

- When matched with a client you will attend an introductory visit where you will discuss the requirements and preferences of your role in the clients home
- You will be shown where items for cleaning and housekeeping are and given instructions to follow, you are responsible for independently working with your client and problem solving
- You will carry out tasks as agreed and complete a Feedback Form at the end of each visit to keep a record the time and length of visit, what tasks were completed and any updates or concerns to escalate to the Coordinator

- You should at all times be mindful of and aware of risks and changes within your working environment and your client and report any changes or concerns immediately and directly via telephone to the **Coordinator**
- If your client is unable to let you into their home independently, the client will require a key safe at their property, the code will be shared with you to use for sole purpose of gaining access for your booked visits only
- You will be required to keep up to date with Age UK Sutton services and will be able to promote and share with your client as required any services or activities that would be useful to them
- You will be able to raise a referral for Information and Advice enquiries through your Coordinator in your Feedback Forms – the service will then provide support as required
- You will be required to carry out Safeguarding and Mental Capacity Act training and other training modules as required for your role by the Coordinator (Training allowance time is paid for)
- You will be required to attend a Team meeting once every 3 months for a training and updates

You will support the values of Age UK Sutton and our vision to make Sutton an Age Friendly place, and represent Age UK Sutton at all times

### **The Service**

**Help at Home** is a paid-for in-home domestic practical support service for older people living in Sutton.

Aimed at older people living in Sutton, in their own homes of choice, to enable them to have independence at home for an extended period. Delivered by local Support Workers employed on a flexible basis.

### **How the Service is delivered:**

The service is charged at an hourly rate chargeable by monthly Direct Debit to the customer.

The service aims to match customers to a regular professional Support Worker, who will complete tasks such as:

- **Housework and In-Home Cleaning tasks** – including laundry, ironing, light cleaning around the home
- **Grocery shopping** –with the customer or for them at the customers preferred shop
- **Life-Administration** – completing simple tasks such as, reading or organising letters / post, assistance to make phone calls, book appointments, take post to a postbox
- **Sit-In Service for company** – for example, playing a board game, cup of tea and a chat, sit in the garden together, gentle walk to the local park or shop
- **Accompaniment to activities** – travelling with and going to an activity of their choice together

The service aims to provide practical support with these tasks in order to promote independence and enable the person's wishes to be supported in their own home.

The Help at Home service is delivered between the core working hours Monday to Friday 08:30 – 17:00 and Saturday 10:00 – 15:00

Under no circumstance will any personal care be administered as Help at Home is not a CQC registered service.

Customers who receive a Help at Home service will:

- Pay by Direct Debit for each service visit
- Pay for shopping purchased by the Support Worker by card payment or bank transfer
- Be matched with a regular worker as required
- Be informed of any cover-service in the regular workers absence
- Receive a full Service Description and guidance on safety processes at sign-up
- Receive an evaluation of service visit after 6 months and annually on the date the service started
- Have the opportunity to speak to the Help at Home Coordinator Monday to Friday 09:00 - 17:00 for any requests, changes to service, questions or concerns via the telephone

If a Support Worker identifies a concern with the customer they will inform the Coordinator who can make contact with the relevant person or service, including emergency contacts, GP, Social Services

Key elements of service:

- Trusted brand – delivered by Age UK Sutton
- Professional trained support workers (with DBS)
- Regular / same worker at every visit
- Consistent reliable service
- Peace of mind
- Customer care team for wrap around support
- Cashless payments throughout
- “Don’t walk away” policy
- Steps up in a practical way enabling friends and family to step back and remain in a familiar relationship with their loved one

(Please base your application letter on the person specification)

Dimension:	Skills/experience
<b>Service Delivery</b>	Excellent listening skills, ability to empathise with older people and use tact and sensitivity when dealing with vulnerable clients
	Experience of domestic tasks as listed in the role profile and service specification (laundry, cleaning, grocery shopping etc)
	Experience of insightful and appropriate communication to problem solve overcome challenges whilst having a clear understanding of professional boundaries
	Experience of lone working in a professional capacity within a private home environment

	Good administrative skills and basic record keeping
	Some knowledge of the challenges older people can face, and services that can help them with these
	Good written and verbal communication to a wide range of people in a variety of settings
	Experience of working with vulnerable people and their families and carers
<b>Personal skills and attributes</b>	Empathy and kindness whilst having a professional boundary relationship
	Motivated by delivering a service to make an impact and difference in someone's life
<b>Other</b>	
	A demonstrable personal commitment to the Mission, Vision and Values of Age UK Sutton
	Proficient in Microsoft Office software. Experience of using communication tools such as Whatsapp, Email and MS Forms, but training will be provided.