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**AGE UK WAKEFIELD DISTRICT**

**Job Description**

**Job Title:** Home Support Service Assistant

**Salary:** £20,048 per annum (pro-rata) - £10.42 per hour

**Hours:** Guaranteed 3 hours a week, with the expectation of working 16+ hours per week

**Contract Term:** Permanent

**Location:** Working primarily in your local community, supporting the service throughout the Wakefield Metropolitan District

**Responsible to:** Home Support Services Registered Manager

**Job Role:**

To provide personalised social and domestic support to customers in the Home Support Service (HSS). To enable and empower older people to maximise their independence. To assist customers with a variety of duties and activities to reduce isolation and provide a means of remaining in own home and community. Promote choice and control and meet express needs and wishes whilst reinforcing the values of the charity and the important work undertaken for older people in the district.

**Main Duties:**

**Customer Relations:**

* Promote the features and benefits of the service to customers.
* Meet customer’s domestic and social needs within agreed timescales.
* Work within HSS schedule with the customer, or their representative, ensuring full understanding of the service delivery and boundaries.
* Ensure the highest standards of customer care and service are achieved throughout the operation, including the correct logging of any concerns regarding risk assessment, customer health and safety/ abuse and regular updates as the customer’s needs change.

**Staff Awareness:**

* To attend an active training programme including induction, health & safety, age related communication and customer care, including the correct logging of any concerns regarding risk assessment, customer/own health and safety, possible abuse and changing needs.
* Support the Manager by demonstrating a good understanding of and compliance with all the charity’s policies and HSS procedures
* Contribute to an organised and pleasant service reputation for the staff and customers.

**Equipment:**

* To use equipment appropriately (e.g. tabards/circuit breaker, etc.) and report any issues to the Manager.
* Public Relations

Support the Manager in maintaining good relations with relatives, carers, public, social services and NHS associates and other Organisations.

**Administration:**

* Access rotas and relevant information via electronic means of communicating.
* Access a system of client access as required.
* Maintain absolute confidentiality with regard to customer and Charity information.
* Cover for staff members due to planned and unexpected absences and attend training activities.
* Work closely with HSS Manager to resolve any issues within the HSS quickly and effectively.
* Undertake any other appropriate duties required to realise the full potential of the service.

**Other Duties and Responsibilities:**

* Social and Domestic Support this will involve assisting the customer with a range of activities including companionship and household management.
* Sample tasks/activities include general housework, shopping, pet care, supporting someone to attend appointments, enabling someone to access community based services/amenities and aid communication/visits to family/friends.
* This list is not exhaustive.

**Experience and abilities:**

* A full UK driving licence and access to a vehicle with business use insurance
* GCSE Maths and English grade C or above
* Ability to work flexibly within the hours of the service
* Experience of working with older people
* Experience of working in a supportive environment
* To be mobile in being able to carry out physical tasks within the job.
* Ability to communicate effectively, both orally and in written form, using the English language and able to produce accurate, factual, legible and clear reports.
* Ability to work as part of a multidisciplinary team.
* Ability to use own initiative.
* Ability to work with and for older people.
* Ability to work to agreed action plans.
* Good IT skills (general word processing, use of Smart Phones and emails)
* To keep accurate records and reports.
* Ability to maintain confidentiality.
* Good interpersonal and communication skills.
* Willingness to follow food hygiene and health & safety standards.
* Willing to provide personal care support.
* Reliable and excellent timekeeper.
* An open minded approach to individuals, avoiding judgement and stereotyping
* Commitment to Equality and Diversity.
* Willingness to attend training.
* Ability to work in a non-judgemental manner. An open minded approach to individuals, avoiding judgement and stereotyping.
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This post is subject to satisfactory references, satisfactory completion of probationary period and an enhanced DBS disclosure.

**Benefits we can offer:**

In addition to working with a group of passionate, generous and talented people, the Charity can offer the following benefits:

* Opportunities for career development within the Charity – over 60% of the Senior Management progressed through other roles
* Flexible working arrangements, around the group requirements and Charity policies
* Modern IT and mobile equipment supplied, with rapid tech support
* Training according to role but also access to areas of interest for the Charity
* Accrued holiday pay
* A pension plan is available to all employees
* As a Mindful Employer we take the well-being of our team members seriously

I acknowledge receipt and understanding of this Job Description

**Signed:**……………………………………………………………………………………………

**Print Name:**……………………………………………………………………………………….

**Date:**……………………………………………………………………………………………….