

AGE UK WALTHAM FOREST

JOB DESCRIPTION:

<u>Job Title:</u>	Help at Home (cleaner)
<u>Salary:</u>	£14.80/hour
<u>Hours:</u>	Mon-Fri; zero hours contract
<u>Responsible to:</u>	Community Services Manager
<u>Based at:</u>	Across Waltham Forest

Job purpose:

This role provides a help-at-home service which involves light household tasks, including cleaning kitchens and bathrooms, changing bedding, dusting, mopping floors and vacuuming. You might be requested to help with basic food preparation and escorting to appointments.

This is part of Age UK Waltham Forest's development of high quality, paid-for services in the community to help older people live safely in their own homes, enabling them to remain as independent as possible.

Key Responsibilities.

- To receive referrals from the community services manager with appointment slots.
- To carry out required duties in a professional and friendly manner, with good communication to ensure that the client is confident with the work being done.
- Maintaining clear and accurate records of each job with a signed job sheet to give to the client and community services manager.
- To record fully any incidents, accidents and concerns relating to safety issues, to the home services manager.
- Make referrals to Age UK Waltham Forest colleagues for specialist support where needed.

PERSON SPECIFICATION Competencies	Essential / Desirable
EXPERIENCE:	
Ability to carry out light household tasks including cleaning, mopping floors, dusting, cleaning windows.	E
Able to carry out basic food preparation, assist in household admin jobs, telephone calls etc.	D
Experience in delivering to a high customer service standard.	E
Understanding the essentials of food health and safety practices.	D
Understanding of the principles of confidentiality and data protection in relation to client information and records.	E
Understanding of equality and diversity with a commitment to providing equality of opportunity for all.	D
PERSONAL SKILLS AND ABILITIES:	
Friendly, well presented and efficient, with good communication skills.	E
Sensitivity and compassion when working in the homes of older people.	E
Good level of spoken and written English.	E
Qualification of basic food hygiene.	D
Full clean driving licence and own transport.	D
Ability to carry out basic risk assessments.	D
LEGAL REQUIREMENTS	
Enhanced DBS check (arranged before start in role).	E