

**JOB DESCRIPTION**

**Post: Home Helper**

**Responsible to: Support at Home Assistant Team Leader**

**Salary**  **£12.21 per hour**

**Hours of work:** **16 Hours per week**

**Note:**

* **This job is subject to Disclosure & Barring Service (DBS) disclosure procedures.**
* **This is a field-based role but you will be required to report to the office when required.**

**Purpose of Job**

As Home Helper in the Support at Home team, you will provide regular visits to customers in their homes and be responsible for a wide range of household cleaning tasks, including laundry and ironing. Some customers may also request to have errands completed for example shopping, picking up prescriptions, a light meal cooked or a wellbeing visit. This is more than just a cleaning job.

You will be working within a team of 8-10 people, supported by an Assistant Team Leader.

**Main Tasks**

1. To travel within the area from one customer’s home to another in your own car. Mileage for travel between customers is paid automatically.
2. To visit customers in their own home and perform a range of domestic tasks based on those specified by the Assistant Team Leader. This may include cleaning, laundry, ironing, shopping, cooking or general wellbeing.
3. To make every effort to keep to the specified days and times of visits. To contact the office if unable to do so, to enable us to contact customers and wherever possible, provide ‘cover.’
4. To contact the office if the customer or the customer’s circumstances give cause for concern.
5. To treat all information relating to the customer as confidential, in line with the Age UK Wigan Borough Confidentiality Policy.
6. To ensure safe handling and recording of all cash transactions, in line with the Age UK Wigan Borough Cash Handling Policy.
7. To use a Call Round app on your phone, in order to receive rotas and record visits undertaken.
8. To support the organisation to fulfil its responsibilities under Health and Safety.
9. To carry out any other duties as may be requested which are consistent with the duties and responsibilities of the post.
10. To involve the customer and to respect personal decisions made by them regarding how tasks are done for them.
11. To attend Induction, Training Meetings and any Staff Meetings as and when required.
12. To work within all the guidelines, policies and procedures as set out by Age UK Wigan Borough.

**AGE UK WIGAN BOROUGH**

**PERSON SPECIFICATION – HOME HELPER**

**BASED AT Age UK Wigan Borough**

Please ensure that you show how you meet each of the following requirements

when completing your application form.

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|  | **ESSENTIAL** | **EVIDENCE** |
| **Skills and Knowledge** | | |
| **1.** | An understanding of and empathy with the needs of older people | Application form and Interview |
| **2.** | The capability to provide a high standard of domestic cleaning / laundry / ironing in the home | Application form and Interview |
| **3.** | An ability to provide a punctual, reliable and consistent service to customers | Application form and Interview |
| **4.** | Ability to deliver the service in a varied and possibly challenging setting | Application form and Interview |
| **5.** | Full driving licence and access to a vehicle | Application form and Interview |
| **Personal Attributes** | | |
| **1.** | Excellent communication skills, particularly with older people | Application form and Interview |
| **2.** | Be enthusiastic and outgoing with ideas and energy to cope with this demanding position | Application form and Interview |
| **3.** | Demonstration of the Age UK Wigan Borough PRIDE values: Person-centred, Respectful, Innovative, Dynamic, Empowering | Application form and Interview |
| **4.** | Be able to work as part of a team | Application form and Interview |
| **5.** | Be presentable and have a friendly, approachable manner and a sense of humour | Application form and Interview |
|  | **DESIRABLE** | **EVIDENCE** |
| **1.** | Previous experience in home helping or cleaning employment | Application form and Interview |