



JOB DESCRIPTION

Post:	Home Helper
Responsible to:	Home Help Service Team Leader
Salary	£8.21 per hour (£8.72 in April 2020)
Hours of work:	Availability is Monday–Friday 9–5pm 12 to 24 hours a 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 on a weekly basis.**
- **This role is a zero hour contract position.**

Purpose of Job

To provide a range of domestic tasks to assist older people in their own homes. This will involve and include helping them to maintain a clean home and undertaking other support such as ironing and light shopping.

Main Tasks

1. To travel within the community from one client's home to another either on foot, public transport or your own car. You may claim bus fares or mileage for travel between clients.
2. To visit clients in their own home and perform domestic tasks based on those specified by the team leader.
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 clients and wherever possible, provide 'cover.'
4. To contact the office if the client or the client's circumstances give cause for concern.

5. To complete accurate weekly timesheets and return them to the office on the due dates, complete with the client's signature. You will be paid for the hours worked in the home and travel in between customers.
6. To treat all information relating to the client as confidential, in line with the Age UK Wigan Borough Confidentiality Policy.
7. To ensure safe handling and recording of all cash transactions, in line with the Age UK Wigan Borough Cash Handling Policy.
8. To use a Call Round app on your phone, in order to receive rotas and record visits undertaken.
9. To support the organisation to fulfil its responsibilities under Health and Safety.
10. To carry out any other duties as may be requested which are consistent with the duties and responsibilities of the post.
11. To ensure client involvement in implementing work plans and to respect personal decisions made by the client with regard to how tasks are done for them.
12. To attend Induction, Training Meetings and any Staff Meetings as and when required.
13. As an employee of Age UK Wigan Borough you will provide a quality service to our clients and provide continuity of service to foster trust and confidence in our services.
14. 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.

	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 clients	Application form and Interview
4.	Access to transport and willing to travel within the area with good local geographical knowledge	Application form and Interview
5.	Flexible attitude to working hours	Application form and Interview
6.	Ability to deliver the service in a varied and possibly challenging setting	Application form and Interview
7.	An understanding of and commitment to client confidentiality	Application form and Interview
8.	Able to do basic form filling relating to the role (basic numeracy and literacy required).	Application form and test
9.	Willing and able to complete all mandatory training and to undertake on-going training as required	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
Other		
1.	Access to a mobile phone that can manage apps	Application form
	DESIRABLE	EVIDENCE
1.	Previous experience in home helping or cleaning employment	Application form and Interview
2.	Full driving licence and access to a vehicle	Application form and Interview

Originator: Colin Cromack

Date: December 2013

Reviewed: January 2020