

Help at Home Assistant (Job Description)

Location: Herefordshire

Responsible to: Help at Home Co-Ordinator

Salary: £12.75 per hour

Hours: Flexible hours are available as and when clients want the service. Clients usually require assistance between 9-5pm Monday to Friday.

Main Purpose of the Job:

The Help at Home service aims to support older people by providing assistance with those tasks they may have difficulty doing themselves and thus enabling them to stay in their own home and maintain their independence and improve their wellbeing. This chargeable service offers our clients help with a variety of tasks, the most common task that is required and expected of the role is cleaning as well as other tasks such as:

- Shopping
- General housework
- Cleaning out fridges and freezers
- Sorting and tidying
- Laundry and ironing
- Helping to change beds
- Companionship
- Taking clients to appointments or social events
- Preparing light meals
- Writing and reading letters
- Reading books, newspapers
- Having a cup of tea and a chat

(please note there is no personal care required)

Responsibilities and Duties:

- To provide flexible support to clients
- To complete or assist with tasks as requested by the client in the allocated time
- To adhere to policies and procedures as detailed in the Help at Home Handbook
- To handle client monies in line with procedures
- To maintain the trust and confidence of the client within the Help at Home ethos of caring and safeguarding the client
- To alert the Help at Home Co-Ordinators of any safeguarding issues

- To be aware of and follow the guidelines set out in the Age UK Wyvern Vulnerable Adults Policy
- To report all compliments/complaints to the Help at Home Co-Ordinator
- To follow confidentiality and GDPR outlined in policies and procedures.
- To ensure timesheets are completed in an accurate and timely manner, informing the office of any missed visits or cancellations
- To attend training courses, staff and team meetings
- To be aware of and promote where appropriate the other services offered by Age UK Wyvern

This job description is not intended to be exhaustive and it is likely that duties may be altered from time to time in the light of changing circumstances, in discussion with the post holder. This role profile is intended to provide a broad outline of the main responsibilities only. The post holder will need to be flexible in developing the role with initial and on-going discussions with the designated manager.