

Job Description

Job Title	Home Help
Base	Preston or South Ribble
Responsible to	Home Help Team Leader
Salary	£14,734 per annum pro rata (36 hours FTE) £7.85 per hour
Hours	16 to 20 hours per week, Monday to Friday on a flexible basis to be discussed at interview

This role is subject to an enhanced disclosure

Purpose of the Job

- To support achievement of the organisations Business Plan objectives
- Under the direction of the Home Help Team Leader to provide a high level of domestic assistance to customers in receipt of the Home Help Service
- To support customers both physically and emotionally to maintain independent living

Duties and Responsibilities

- To undertake a range of agreed tasks which may include;
 - Dusting, polishing
 - Mopping, sweeping, vacuuming
 - Cleaning bathrooms including toilet area
 - Cleaning kitchens including fridges and cookers
 - Window cleaning (inside only)
 - Premium deep cleaning
 - Removing refuse
 - Changing bedding, making beds
 - Doing Laundry, including ironing
 - Assisting customers to make telephone calls for medical appointments, utilities and other services
 - Preparing or assisting with preparation and serving of a meal
 - Sitting with customer whilst carer goes out
 - Running local Errands
 - Food shopping with customer or shopping on the customers' behalf from a prepared shopping list
 - Escorting customer to places other than for food shopping
- To be confident and knowledgeable in the use of cleaning equipment and materials
- To use only cleaning material from the original container and in accordance with manufacturers printed instructions and COSHH regulations
- To maintain a high standard of cleaning and presentation
- To take personal responsibility for standard of work carried out
- Making telephone calls on behalf of customers e.g. GP, emergency services or to make appointments

- To facilitate good communication between the customer and the Home Help Team Leader
- To establish a relationship with customers, giving support to those under stress and providing a degree of companionship and a link with the community
- Be respectful of the customers home and their personal belongings when home visiting
- To maintain and understand the needs of the customer, referring any changes, problems or concerns to the Home Help Team Leader
- To maintain professional boundaries between the customer and their family or friends
- To maintain accurate weekly records of support given to customers
- To submit all appropriate paperwork in a timely manner and at the request of the Home Help Team Leader
- To maintain contact with the Home Help Team Leader, face to face, phone and by email
- To be professional at all times and promote the organisation in a positive manner
- To ensure where appropriate via the Home Help Team Leader that customers are linked into other services provided by the organisation

The Post Holder will also:

- Achieve the level of computer competency as required for the role
- Work in accordance with all of the organisations policies and procedures
- Participate and contribute generally to the organisations activities, attending meetings and conferences as required
- Participate in the organisations fundraising and promotions and events, working with other members of staff and volunteers
- To undertake other duties which may be required by the organisation which are consistent with the duties and responsibilities of the post

Flexibility Clause: Some flexibility in the working hours will be required from time to time. This job description is not intended to be exhaustive. The post holder will be expected to adopt a flexible attitude to duties which may have to be varied (after discussion with the post holder) subject to the changing needs of the organisation

Date: 10/03/2017

Approved by: Charged for Services Manager

Approved by: Executive Director – Older Peoples Services

Age Concern Central Lancashire

Person Specification
Home Help

Criteria		Essential	Desirable	Method of Assessment
1	To be able to demonstrate honesty, integrity and trust	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application/ Interview
2	Experience of undertaking general cleaning duties	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form
3	Able to undertake a range of manual cleaning activities	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Interview
4	Experience of keeping accurate work records	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application/ Interview
5	Must be able to demonstrate a positive attitude	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Interview
6	Must be able to demonstrate a strong work ethic	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Interview
7	Must be able to travel around the district to meet the needs of the service	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application/ Interview
8	The ability to work flexible hours on occasions within the core hours of the service	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Interview
9	Achieve the level of computer competency as required by the role	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Test
10	Knowledge of Health and Safety issues (general) and Control of Substances Hazardous to Health (COSHH)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Application/ Interview
11	Knowledgeable of precautionary measures to be taken whilst cleaning	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Interview