

HOME SUPPORT SERVICE

JOB DESCRIPTION

POST TITLE:	Home Support Worker
BASED:	Age Concern Pembrokehire Haverfordwest
HOURS:	As and When Required
SALARY:	£6.10/hr Plus 7% pension scheme
RESPONSIBLE TO:	Co-ordinator/Line Manager

Age Concern Pembrokehire is a registered Charity (Reg No. 1028903) working across Pembrokehire (also known as the 'area of benefit'). The Charity exists to promote the relief of elder people in any manner which now or hereafter may be deemed by law to be charitable.

OVERALL RESPONSIBILITY

You will be working as part of the Independent Living Team under the direction of Age Concern Pembrokehire's Chief Officer. The post holder will visit older people that live in their own homes in the local community to provide extra help with household chores which can make a big difference to the independence of an older person. You will be required to provide a domestic cleaning service that offers lots of added extras including access to a full welfare benefits check and to ensure people also have access to the Outreach Worker who can help on a range of other issues.

The geographical area supported in this position is Pembrokehire though we will aim to keep travel to a minimum. The service provides support Monday – Friday however in order to meet the demands of the service some weekend work will be required. As part of the service you will be expected to work as and when required according to the needs of the service working towards a weekly rota. You will undergo a full induction training period including some mandatory training.

SPECIFIC RESPONSIBILITIES

Care of older people with specific focus on service users supported through Age Concern Pembrokeshire's Core Service.

- To provide practical support for older people referred to the service and delegated by the Co-ordinator
- To ensure that a good standard of hygiene and cleanliness be maintained throughout the Home, as set down by the service delivery plan.
- To ensure all equipment used is in good working order and to report any defects to the Co-ordinator/Manager.
- To ensure PPE's are used at all times and report any identified risks to both service user and staff member
- To work with other domestic workers in the community
- Observe and report any changes noted in service users condition, i.e. behaviour, mood or concerns within the home environment to the appropriate responsible person.
- To make referrals to other appropriate services
- To maintain accurate and up to date written records in accordance with Age Concern Pembrokeshire's procedures
- Any other duties that may be required from time to time, which the service Co-ordinator considers necessary
- To undergo appropriate training as identified with the Co-ordinator/Manager
- To observe client confidentiality and to work to preserve the dignity and autonomy of each individual
- To report and record in the appropriate manner any information considered to be important.
- To promote the services within Age Concern Pembrokeshire
- Any other duties which the post holder might reasonable be expected to perform.

Education and self-development

- Take part in induction/orientation process.
- Attend mandatory training and education sessions as nominated, i.e. COSHH training.
- Participation in identifying training needs and opportunities via supervision/appraisals with the co-ordinator/line manager.

Maintenance of skills and capabilities within specialist area of care

- Involvement in the maintenance of skills and abilities of identified service users.
- Work to ensure the rights, dignity, welfare, confidentiality and privacy of service users is maintained at all times.
- Act accordingly if there are changes to the service users health or situation

Organisational responsibilities

- Hours to be worked as per Contract of Employment, within this flexibility will be required as determined by the needs of the service.
- To carry out health and safety responsibilities in accordance with the Health and Safety Responsibilities document.
- Any other duties relevant with the post as directed by the Coordinator/Line Manager, or as a mutually agreed development opportunity.

All staff/volunteers working for Age Concern Pembrokeshire are expected to respond appropriately to any concerns they may have regarding the abuse/inappropriate treatment of vulnerable adults.

This will usually mean alerting their co-ordinator/line manager.

The protection of vulnerable adults is paramount at all times.

THE CONTENT OF THIS DOCUMENT IS SUBJECT TO REVIEW FROM TIME TO TIME IN CONSULTATION WITH THE POST HOLDER

PERSON SPECIFICATION

JOB TITLE: Home Support Worker

ATTRIBUTES	ESSENTIAL	DESIRABLE
Knowledge/ Education	<ul style="list-style-type: none"> • Awareness of an individual's rights and dignity. • Understanding of the needs of all service users 	<ul style="list-style-type: none"> • A good understanding of the geographical areas covered
Skills/abilities	<ul style="list-style-type: none"> • To work as part of a team • Ability to communicate effectively both written and verbally • Ability to work on own initiative unsupervised • To attend training to further their education and development. 	<ul style="list-style-type: none"> • Able to be flexible in working hours • Demonstrate knowledge of cleaning procedures
Experience	<ul style="list-style-type: none"> • Some knowledge of cleaning and hygiene procedures 	<ul style="list-style-type: none"> • Experience of physical and emotional needs of older people • Domestic experience gained within a commercial or institutional setting
Personal characteristics	<ul style="list-style-type: none"> • A cheerful trustworthy reliable individual with integrity, a friendly caring attitude towards people • Flexible and able to cope with change. • Able to work at short notice when required • Dependable and able to work across all areas as and when required 	<ul style="list-style-type: none"> • Have an interest in outside activities that may benefit the client group. • Willing to under take practical tasks of a personal nature • Good verbal and written communication skills • Good health record

All applicants must be over the age of 18 with a full clean driving licence and use of a car. The post is subject to an enhanced criminal records bureau check and two satisfactory references.