

# HOME SUPPORT SERVICE

## JOB DESCRIPTION



### Post Details

Job Title:	Home Support Assistant
Contract period:	Permanent
Hours:	Casual worker contract – zero hours contract no guaranteed hours
Normal working days/hours:	As agreed with Customer
Base:	Customers Home
Salary:	£9.25 per hour plus 12.07% holiday addition
Reports to:	Managing Director

### Purpose of the Role

- Total Wellbeing Matters Home Support Service aims to enable people to make the most of life and stay independent in their own home.
- The purpose of the role is to undertake supportive tasks for people to assist them to remain independent and live their own homes.

### Key Responsibilities and Accountabilities

- To support with household management to include such things as working with the customer to ensure that personal paperwork, bills, banking gets dealt with and to carry out light household tasks as agreed with the customer. This can include for example ironing, washing up, changing sheets, emptying bins, meal preparation.
- To support with organising and attending appointments.
- To undertake light shopping (escorted/unescorted).
- To offer time for companionship.
- To offer a respite service for carers by offering support to the person cared for either in their home or by taking them out.
- Dog walking and pet care.
- To work in a manner that is sympathetic to and accommodates the needs of our customers. To ensure that the service is delivered with sensitivity and that the clients' rights to privacy, dignity, respect, confidentiality and choice are acknowledged at all times.
- To report to the relevant authorities such as Police or Adult Social Services in the event of concern for the well-being of the clients. To report these concerns to the Managing Director.

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- To inform the Managing Director of customers who may benefit from additional support and basic signposting to services.
- To ensure that agreed visiting times to customers are kept and time keeping is punctual.
- To treat all information obtained in the course of duties in the strictest confidence abiding by Total Wellbeing Matter's policy on confidentiality.
- To participate with service monitoring and evaluation as required
- To be willing to learn about, and respond to, the needs of older people.
- To assist with promoting the service.
- To undertake any other tasks which are reasonably related to the role, as requested by the Managing Director.
- To accurately complete timesheets and submit weekly.
- To be able to travel to clients homes in a cost effective and environmentally conscious way. (A full valid driving licence and access to one's own vehicle is essential, insurance must include business usage).
- To dress appropriately for your role. A dress code of smart casual should be adhered to.
- To provide evidence of holding a current enhanced DBS check
- To work in accordance with all of Total Wellbeing Matter's policies and procedures at all times.
- To work flexibly, supporting Total Wellbeing Matters, when required.
- To ensure that clients, relatives, staff from other agencies and members of the public (all regardless of their attitude) are dealt with in a friendly, courteous and efficient manner as expected of a caring organisation.
- To ensure observance and adherence to the Health and Safety at Work Act 1974.
- All staff are required to work within Total Wellbeing Matters policies and procedures ensuring that they are carried out in relation to the job and their responsibilities.

### **Personal Development**

- To undertake an employment induction and any required other work related training.
- To participate in regular team meetings and to attend one to one support sessions as required.

This job description provides an indication of the tasks and activities required for this post. It should not be construed as an exhaustive list of the duties the postholder may be asked to undertake. The duties described in this job description must be carried out in a manner which promotes equality of opportunity, dignity and due respect for all employees and service users and is consistent with Total Wellbeing Matter's Equal Opportunities Policy.

Total Wellbeing Matters reserves the right to alter the content of this job description to reflect changes to the job or service provided, without altering the general character or level of responsibility.

## PERSON SPECIFICATION

	<b>Essential</b>	<b>Desirable</b>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of working with people who need support.</li> <li>• Experience of working in people's homes.</li> <li>• Experience of undertaking light household tasks.</li> </ul>	
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Understanding of challenges facing older people.</li> <li>• Awareness of equality &amp; diversity.</li> </ul>	<ul style="list-style-type: none"> <li>• Level 2 diploma in health &amp; social care</li> <li>• Awareness of local services available.</li> <li>• Dementia awareness</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Is an active listener and makes time for people.</li> <li>• Ability to empathise with others.</li> <li>• Excellent communication skills. (verbal and listening)</li> <li>• Excellent organisational skills, being able to prioritise and plan own work load within given allocated time.</li> </ul>	
<b>Behaviour</b>	<ul style="list-style-type: none"> <li>• Has a professional manner.</li> <li>• Has personal commitment.</li> <li>• Has a 'can do' attitude.</li> <li>• Respects the beliefs of others</li> <li>• Can maintain confidentiality at all times.</li> </ul>	
<b>Other</b>	<ul style="list-style-type: none"> <li>• Car driver with relevant business insurance</li> <li>• Current DBS (less than a year old)</li> <li>• Lives locally</li> </ul>	