

## **JOB DESCRIPTION**

**JOB TITLE:** Home Help

**JOB PURPOSE:** The Home Help will undertake a range of domestic tasks for older people in their own homes as a casual worker for Age Concern East Cheshire

**ACCOUNTABLE TO:** Home Help Service Coordinator

The Home Help will undertake a range of domestic tasks for older people in their own homes, according to their needs and wishes and under the direction of the Home Help Service Coordinator and working within the policy of Age Concern East Cheshire.

### **Duties and Responsibilities**

1. To undertake a range of allocated tasks to agreed standards as requested by the Coordinator within a specified time.
2. To establish a good relationship with the customers and their carers and, where appropriate, professional carers, such as health or social workers.
3. To report to the Coordinator if there are any concerns for the well-being of the customer.
4. To maintain weekly work records as requested by the Coordinator.
5. Weekly - To collect all monies due from customers and sign the customer's payment record.
6. Weekly - To pay such monies into The Royal Bank of Scotland via paying-in-book and then forward duplicate paying-in-slip to the office, together with timesheet signed by customers.
7. To report verbally to the Coordinator on a regular basis.
8. To maintain confidentiality of all customers.
9. To wear Age Concern polo shirt / tabard **at all times when working** and **always carry your ID badge with you**
10. To maintain agreed standard of work. Be mindful of Health and Safety for oneself and customer. To work within Health and Safety at Work Act 1974.
11. To attend training sessions as prescribed by the Coordinator.
12. To adhere to ACEC sickness procedure.
13. To attend an annual supervision as arranged by the Coordinator.

This job description will be reviewed from time to time and may be updated depending on the changing needs of the service.

July 2009