

## JOB DESCRIPTION

### HELP AT HOME RESPONDER

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#### 1. SUMMARY

To provide a holistic relief service for clients within Age UK Plymouth's Help at Home Service, this includes our Hospital Discharge scheme.

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#### 2. DUTIES

- (a) Collect clients from hospital and return them to their homes post discharge.
- (b) To undertake a range of domestic tasks, including cleaning, shopping, escorted appointments, prescription collection, basic food preparation for clients as instructed by the Department Manager.
- (c) To undertake initial risk assessments within the clients property to ensure services can be safely delivered.
- (d) To concentrate on tasks agreed by the Help at Home Coordinators and the Client, using the appropriate domestic appliances and equipment available – e.g. sweeping, dusting, washing dishes, vacuuming, polishing and cleaning floors, bathrooms, kitchen, laundry etc.
- (e) To undertake welfare telephone calls to clients periodically throughout the post discharge period.
- (f) To complete all Age UK Plymouth documentation according to procedure and, with the full knowledge and agreement of the Client. This will be completed on Charity Log the Charity's chosen CRM.
- (g) To report any situation that gives cause for concern immediately to Line Manager.
- (h) To promote equal opportunities for all individuals.
- (i) To maintain confidentiality of information in line with the Charity's policies and procedures.
- (j) To take part in staff meetings, supervisions and appraisals as required by Help at Home Community Support Coordination Officer.
- (k) Willingness to get a Covid-19 Vaccination.

#### 3. Clerical/Administration

To undertake all administrative duties associated with the smooth and efficient running of the Help at Home Community Support service including:.

- (a) Word processing, spreadsheet and database services to the department.
  - (b) Photocopying and collating of documents as required.
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(c) General clerical support, filing etc as requested.

(d) Other administration duties as required.

**4. GENERAL**

- a) To assist with Age UK Plymouth functions held at all centres, as required.
- b) To comply with the Charity's Health and Safety policies and other relevant policies and procedures as contained in the Employees Handbook and as appropriate to the post.
- c) To assist and take part in the Charity's profile raising and charitable events.
- d) To undertake any training considered appropriate to the post.
- e) To undertake such other duties as are reasonably appropriate to the post.

**5. UNDERTAKING**

I understand and accept my responsibilities, as outlined, for the post of Help at Home Responder for Age UK Plymouth.

I accept the conditions of service.

Signed \_\_\_\_\_

Date \_\_\_\_\_

Name \_\_\_\_\_

(please print)