

THRESHOLD HOME SERVICES: JOB DESCRIPTION

Post: Home Help

Objectives:

To provide practical, domestic and emotional support to people who are clients of the service, this could be in someone's home or within a sheltered or supported housing scheme

To provide flexible services in line with service requirements and service plans

To provide assistance in ways which support people's independence, wellbeing, choice & dignity

Main Duties and Responsibilities:

1. To provide a range of practical support as agreed by the client & THS
2. To carry out practical care tasks as determined by service requirements and authorised by the line manager, in accordance with health and safety requirements
3. Practical tasks may include:
 - General housework, including vacuuming, dusting, cleaning windows etc
 - Laundry and Ironing
 - Shopping and Pension collection
 - Assisting customers to access community activities
 - Cleaning communal area within supported housing schemes
4. Being aware of and respond to clients emotional needs (vulnerable clients)
5. Observe situations and feedback progress, concerns and changes to the line manager (vulnerable clients)
6. Participate in supervision, team meetings & personal development. To follow company instructions in relation to handing in timesheets/ holiday request forms/ reporting absences etc.
7. Be willing to undertake training and contribute to the identification of training & development needs and participating in training programmes. Be willing to undertake any other duties which fall within the purview of the post and which are commensurate with the level of responsibility.

THRESHOLD HOME SERVICES: PERSON SPECIFICATION
--

DESIGNATION **Home Help**

PERSONAL REQUIREMENTS OF A SUCCESSFUL POSTHOLDER **CATEGORY**

1. Key Skills

- | | |
|---|---|
| Ability to provide a high quality cleaning & domestic service | E |
| Ability to communicate effectively with customers and colleagues | E |
| Ability to offer practical assistance in a sensitive way | E |
| Ability to work as part of a team | E |
| Ability to work without direct supervision in a customer's home | E |
| Ability to work to a specific service plan | E |
| Ability to deliver a service in a manner that respects customer's dignity | E |
| To possess a good standard of English both written and spoken | E |
| To possess basic I/T skills | E |

2.

Key Knowledge

- | | |
|---|---|
| An understanding of the customer's requirements | E |
| Awareness of social care needs | D |
| Awareness of carer's needs | D |
| Awareness of rights of individuals | E |
| Awareness of community care principles | D |
| Awareness of relevant policies e.g. Equal Opportunities / Health and Safety | D |

3. Experience

- | | |
|---|---|
| Direct work (paid or unpaid) involving people who have social care needs | D |
| Experience of working as part of a team | D |
| Experience of providing a cleaning service in the home or in an office
Or business environment | D |

4. Training

- | | |
|--|---|
| Ability to participate fully in training events and apply learning to practice | E |
|--|---|

5. DBS

- | | |
|--|---|
| Willing to apply for a Disclosure and Barring Service background check and to provide 2 references, one of which should be a previous employer | E |
|--|---|

For Information

Category E **ESSENTIAL REQUIREMENT** without which the candidate would be unable to carry out the duties of the post

Category D **DESIRABLE FEATURES** which would normally enable the successful candidate to perform the duties and tasks better and more efficiently than one who did not have the qualifications, training, experience etc.