

Scope of the Job

The post holder will need to be flexible to enable the service to provide a person-centred approach to the needs of its users.

The service requires the post holder to work throughout the London Borough of Waltham Forest as necessary. He/she will be required to attend meetings/training events as requested.

Tasks

1. To provide support and companionship to adults in their own homes.
2. To provide practical assistance in the form of preparation of a light breakfast or tea, shopping, pension/benefits collection, helping adults with their mail and/or telephone calls and light housework (excluding personal care).
3. To provide motivational support to help service users build self-confidence, encouraging them to do as much as possible for themselves and to re-engage with community activities. This may include escorting them on short outings, if requested.
4. To provide time-limited daily visits to support service users through a period of ill-health.
5. To listen to service users if they wish to talk about any concerns, offering reassurance and referring back to the Lead when appropriate.
6. To respect and maintain service user's confidentiality within Age Concern Waltham Forest's policy.
7. To attend training according to individual need and development of the service.
8. To attend regular supervision and group meetings with the Lead.

9. To maintain accurate records as required for the purpose of monitoring and evaluation of the project.
10. To assist with the induction of new seasonal workers.
11. To understand and actively promote Age Concern Waltham Forest policies, including its Diversity and Equal Opportunities policy, in all aspect of the work.
12. To report any concerns about the service user to the Lead.
13. To provide cover between the hours of 9.00 a.m. and 7.00 p.m. with the possibility of weekend cover, if needed.
14. To carry out other duties of similar nature and level as requested.

June, 2010.