

## Job Description

<b>Job Title</b>	Homeshare Assistant
<b>Department</b>	Homeshare
<b>Reporting to</b>	Homeshare Manager
<b>Salary</b>	£13.64 per hour
<b>Weekly hours</b>	30 hours per week
<b>Working pattern</b>	Monday to Friday. Flexibility on days
<b>Contract</b>	1 year fixed term (potential for permanent, funding dependant)
<b>Location</b>	Age UK Oxfordshire, Napier Court, Barton Lane, Abingdon, OX14 3YT with option for hybrid working.

### About us:

Our Homeshare service supports older people to continue living independently at home. It brings together an older person who may benefit from companionship, practical help or reassurance, with a carefully matched person who is happy to lend a hand.

### Our Values:

Our values are important to us and describe how we aspire to work with both our service users and our work colleagues.

- Caring
- Listening & amplifying people's voices
- Enabling & empowering
- Passionate for better
- Collaborative



Caring



Listening & amplifying people's voices



Enabling & empowering



Passionate for better



Collaborative

### Job Purpose:

The Homeshare Officer will work closely with the Service Manager to support the efficient and effective day-to-day running of the service; taking responsibility for the

safe recruitment of new householders and sharers, facilitating matches and providing high quality responsive support.

**Main Duties:**

1. Coordinating safe, fair and effective recruitment and selection processes for Householders and Sharers including:
  - Ensuring that all enquiries from potential Householders and Sharers are dealt with sensitively and efficiently, maintaining a high standard of customer service at all times.
  - Taking up references, DBS and other safety checks, risk assessments.
2. Supporting the process of matching Householders and Sharers from initial screening and introductions through to completion of Homeshare agreements.
3. Providing support to existing matches through ongoing contact and reviews via phone calls and follow up visits.
4. Supporting the established Homeshare participant network and coordinating regular Homeshare network events for existing and prospective participants.
5. Ensuring all information and data is methodically and accurately recorded on the Homeshare database.
6. Supporting the Service Manager with the preparation of routine monitoring reports to demonstrate the impact of the service.
7. Supporting in the review and development of administrative processes to maximise efficiency and best support service delivery.
8. Supporting the Homeshare Manager with service marketing and communications
9. Coordinating and supporting volunteers to hold promotional stalls at events and give talks to e.g. Community groups.
10. Attend team meetings, full staff meetings and other line management and training activities as appropriate.
11. Attend Homeshare UK network meetings as required.
12. Work in accordance with Age UK Oxfordshire's policies and procedures.

This job description is not restrictive or definitive and should be regarded as a guideline to the duties required. It may be amended in the light of changing circumstances following consultation with the post holder. The job description does not form part of the Contract of Employment.

**Staff Benefits:**

- 25 days holiday, plus Bank Holidays. Increasing to 30 days after 5 years continuous service
- Additional Christmas Leave between Christmas and New Year
- Charity paid cash health plan. For employees and dependants up to the age of 24.
- Employee Assistance Program available 24/7
- Flexible working
- Charity sick pay
- 4 x salary life insurance
- Free on-site parking
- Pension scheme
- Cycle to work scheme.

**Person Specification**

**Job Title:** Homeshare Assistant

**Department:** Homeshare

<b>Specification</b>	<b>Essential Requirements</b>	<b>Desirable Requirements</b>
<u>Qualifications/ Education/ Training:</u>	Education ensuring good standard of written and spoken English.	
<u>Relevant experience:</u>	Experience of working with older people and an understanding approach to their needs	Experience of working with volunteers  Experience of promotion and publicity  Evidence of experience of monitoring, evaluating and reporting on service delivery and outcomes
<u>Relevant knowledge/skills:</u>	Excellent oral and written communication skills, able to relate to people at all levels and in differing circumstances  Excellent IT skills including Excel & Word, email, internet and database.	
<u>Personal attributes:</u>	Strong values of dignity and respect for older people and their right to choice and control over their lives  Passionate about supporting people, and enabling them to live their 'best life'  Organised, able to prioritise & work to deadlines  Committed to working within a team but able and confident to work independently  Deal appropriately with sensitive and confidential matters  A commitment to equality, diversity, and inclusion Share the values of Age UK Oxfordshire	

<p><u>Special Requirements:</u></p>	<p>The use of a car is essential, and the post is subject to an Enhanced Disclosure &amp; Barring Service check.</p> <p>Reliable access to broadband during working hours.</p>	
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