

JOB DESCRIPTION

Job Title:	Help at Home Co-ordinator
Region	Petersfield & the surrounding district
Grade:	£12/hour
Working Hours:	10 hours per week, worked flexibly Mon- Frid
Reporting to:	Manager, Age Concern Petersfield
Location:	Home-based

Job purpose

To manage and organise the **Help at Home service** to provide an excellent customer experience. Actively promote and market the service to increase the client base in line with the agreed monthly target and ensure high client satisfaction levels.

Main Duties

- Develop the **Help at Home Service** and increase recruitment of clients to meet the monthly target.
- Recruit and assess Home Helps in sufficient numbers to meet service needs and plan ahead, including the summer holiday period. Ensure regular contact is maintained with the home helps.
- Undertake assessments of prospective Help at Home clients through home visits, and match them with appropriate Home Helps to meet their needs.
- Be responsible for cover or replacement Home Helps as required
- Monitor the level of service provided to our clients on a regular basis, thereby ensuring client satisfaction and retention.
- Promote the service across Petersfield and the surrounding area
- Signpost potential benefits of other Age Concern Petersfield services or external organisations as appropriate, in order to enhance the client experience.
- Ensure accurate records are set up, processed and maintained for all clients and home helps.
- Regularly attend appropriate meetings (e.g. local network groups) to raise Age Concern Petersfield's profile in the region
- Attend meetings and training as required.

- Work in accordance with all Age Concern Petersfield policies and procedures. In particular ensuring the health & safety and safeguarding of clients and home helps.
- Carry out any other duties as requested by Management for the efficient running of the organisation.

Person Specification

The job holder must be sympathetic to the needs of older people and be able to deal with them in an understanding and empathic manner, quickly building rapport and acquiring a full understanding of their needs.

Essential skills and experience

- Customer service experience to meet high quality standards
- Excellent communication and inter-personal skills.
- Ability to deal with any complaints in a fair, calm and efficient manner
- Ability to self-organise, work efficiently and determine priorities
- Readily adaptable to meet changing circumstances and priorities
- Team player with good management skills
- IT literate, with use of home computer
- Ability to build strong lasting external and internal relationships
- Confidence to promote service and network with other professionals
- Driver with use of car and willingness to travel.

The closing date for applications is **Friday 31st May 2019**. Please return completed application forms to Sheridan Rocher, Age Concern Petersfield, Winton House Centre, 18 High Street, Petersfield, GU32 3JL.

May 2019