

Job Description

Care Service Administrator

Salary:	£24,570.00
Hours:	37.5hours / week between 8am - 5pm
Type of contract:	Permanent
Location:	The role is office based in Worthing, occasional travel within the West Sussex and surrounding areas.
Reporting to:	Care Service Team Lead

Purpose of the role

The overall purpose of the role is to provide high quality administrative support across all areas of the Care Service, ensuring that best practice and internal processes are followed at all times. This includes being the first point of call for queries via phone and email, triaging and distributing to the correct person accordingly, and being a part of the care service contingency supporting in the community in times of need.

Are you passionate about changing the lives of disabled people, people with support needs and carers? Our vision is a fair society where everyone can participate and has the opportunity to fulfil their potential.

This rewarding role with an organisation that prioritises a fair, equal and supportive culture. We welcome application from black and minority ethnic candidates, and have an inclusive culture in which diversity of thought and mutual respect is the norm

Key responsibilities and accountabilities

1. Care service team

- 1.1. To be an active member of the team, working in close collaboration with the community and office team.
- 1.2. To participate in team meetings and the development of the care service.
- 1.3. To represent and promote the care service externally, to maintain and enhance its reputation.
- 1.4. To maintain accurate records and confidentiality at all times.

2. Administration

- 2.1. Maintaining effective communication with other professionals and within the care service team to ensure customer needs are being met
- 2.2. Handling calls and emails effectively, handing over to the most appropriate person where needed. Creating logs to accurately reflect data and client information.

Assist with the maintenance of Independent Lives care service customers' records, maintaining a high level of confidentiality, discretion and professional integrity.

- 2.3. Reviewing and maintaining PPE stock levels in conjunction with the CSTL. Managing the ordering and distribution of staff uniform including ID badges
- 2.4. Handling DBS checks for Care Service staff
- 2.5. General office administration tasks as and when required
- 2.6. Working across departments to ensure compliance in all areas

- 2.7. Support to the CSTL and Head of Care with daily admin tasks
3. Quality Assurance
 - 3.1. Carry out customer reviews and support with the creation of case studies
 - 3.2. Report on various KPI's for the care service to include planned vs actual call times.
 - 3.3. Audit areas of the care service, in line with organisational process, such as MAR charts.
4. Operations
 - 4.1. Support CSTL with scheduling, to include cancelling visits and allocating care calls.
 - 4.2. Make external referrals to partner organisations to improve customer wellbeing.
 - 4.3. Support with financial administration such as verifying calls and driver mileage calculations and completion of P/O's
 - 4.4. To be involved in the delivery of projects in line with organisational objectives
5. General
 - 5.1. The post holder is expected to work within and actively promote the mission, values, and vision of Independent Lives to external stakeholders and staff members, and to comply with all Independent Lives policies and procedures.
 - 5.2. To be a member of the care service community contingency in times of need.
6. Annual objectives will be set out for this role which will be used to monitor and evaluate performance within the appraisal system.
7. To maintain a professional knowledge and competence and attend relevant training as required.
8. Attend team meetings and supervision meetings with line manager.
9. Other tasks within the remit of the job may be required from time to time.

10. The job description will be kept under review to ensure that it remains up to date.
11. The job holder will be consulted about any proposed changes to the role.

12. Person Specification

Experience	Essential	Desirable
Experience of providing effective and efficient administrative support to a busy department.	X	
Experience of working within a health and social care environment.	X	
Experience or ability to explain required information in an easy-to-understand way.	X	
Ability to work within the safeguarding protocols, ensuring accurate recording and reporting		X
Working knowledge of relevant legislation in care practice		X
Experience in the use of scheduling and call monitoring systems		X
Values		
Person centered - Willing to adapt approach based on customer need	X	
Innovative - Happy to make suggestions on how to improve the processes	X	
Inclusive - Supportive of equality and diversity with the ability to promote an inclusive service and workplace	X	
Excellence - Strong attention to clarity and detail and maintenance of accurate documentation	X	
Skills, Knowledge & Aptitudes		
Excellent face-to-face, telephone and written communications skills using plain English.	X	
Self-motivated with a strong focus on achieving targets and objectives with a 'can do' attitude.	X	

Attention to detail, maintaining accurate documentation.	X	
Able to maintain confidential information and to deal with confidential and sensitive matters discreetly.	X	
Good interpersonal skills to be able to work with a wide variety of internal and external contacts.	X	
Self-confidence to deal politely but firmly with conflicting priorities and demands in the workplace.	X	
Good understanding of the social model of disability and willing to promote its ethos and principles		X
Proficient in use of MS Office 365	X	
Qualifications		
Evidence of continuing professional development	X	
Other		
Well-presented and business-like	X	
Able to commute reliably to office base and travel within West Sussex (and UK), if required.	X	
Willing to undertake further training relevant to the post.	X	