

Job Description - Administrator

VALUES BASED JOB DESCRIPTION AND PERSON SPECIFICATION

Job Title:	Care Administrator
Reports to:	Registered Manager
Job Overview: (Note: In addition to these functions employees are required to carry out such duties as may reasonably be required)	<ul style="list-style-type: none"> The No.1 Care Agency is an organisation that works create connection through care. We do this by ensuring that older people can thrive in later life. Our aim to help older people stay connected with their communities, develop confidence and improving health and wellbeing and making communities stronger Implement actions to meet and maintain administrative and financial standards Assist the development of the philosophy, goals and objectives for the administrative and financial practice Implement action to meet and maintain administrative and financial standards Evaluate standards of administrative and financial competence
Working Hours:	16hrs. Monday to Friday, between 9am to 5pm or as directed by the manager.
Salary:	£650 per month

Responsibilities and Duties of the Job

Role Specific Duties:	<ul style="list-style-type: none"> To maintain administrative and financial skills at a current level and undertake such training and development as may from time-to-time be required to maintain that currency of practice To provide administrative and financial services for The No.1 Care Agency in accordance with current best practice To supervise the administrative and financial services within the service in accordance with agreed standards, legislative requirements, relevant regulations, in line with accepted best practice and within the financial plans agreed from time-to-time Be responsible for promoting and protecting the welfare of those individuals supported
Working with Others:	<ul style="list-style-type: none"> Develop effective working relationships with the other The No.1 Care Agency employees Work to establish effective employer-employee relationships Cooperate with the implementation, evaluation, orientation and induction of all new employees Support the effective resolution of team conflicts
Leading by Example:	<ul style="list-style-type: none"> Seek opportunities for personal and professional growth

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Personal Responsibilities:

Main Purpose of the job

- Promote a positive and friendly image for the people and employees of The No.1 Care Agency by acting as the first line of contact to service users online and via telephone
- The Care Administrator will be responsible for performing a variety of administrative and clerical tasks to provide support to Manager and carers.

Care Administrator Job Duties

- Coordinates care activities and operations to secure efficiency and compliance to the policies and procedures
- Creates care plans including standard outcomes and activities
- Assess clients if required
- Manages care correspondence by answering emails and sorting mail
- Manages outgoing mail
- Answers incoming calls, responding to queries and transfers them as necessary
- Draft, formats and prints relevant documents
- Minutes taking and circulating
- Collects timesheets from carers and manages rota
- Assists in Care Management administrative duties, requests references for carers
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Person Specification

Specific Requirement for Qualifications	Essential	Desirable
<ul style="list-style-type: none"> SVQ/HNC/City and Guilds in administrative processes 	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

Specific Requirement for Skills	Essential	Desirable
Communication Skills <ul style="list-style-type: none"> Participate in the maintenance of The No.1 Care Agency management information systems Ensure peoples monthly invoices are sent timeously, recording receipt of payments Systematically process the financial invoicing to the paying authority Attend meetings of Service Users and relatives to answer any questions they may have 	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Problem-Solving Skills <ul style="list-style-type: none"> Systematically solve day-to-day problematical issues which arise 	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Accountancy Skills <ul style="list-style-type: none"> Ensure accurate accounts are kept of all financial transactions Audit records to ensure compliant with The No.1 Care Agency policies and ensure that Service Users' rights are protected 	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Organisational Skills <ul style="list-style-type: none"> Maintain Service Users' files, ensuring all documents are obtained following The No.1 Care Agency policy Maintain staff files ensuring all documents are obtained following The No.1 Care Agency policy Formulate an annual planner of the various billing dates and alerts of meetings Audit all administrative functions The No.1 Care Agency quality assurance systems to ensure the service is fully compliant 	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

Specific Requirement for Previous Experience	Essential	Desirable
Experience of working in a similar environment	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Experience of working in a similar role	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Experience of working with people who have additional support needs	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Knowledge of financial processes within local authorities	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Developing and managing a concise filing system	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

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Value-Based Personal Qualities

Area	Specific Requirement
Working Together	<ul style="list-style-type: none"> • Involve Service Users, family, external agencies & colleagues • Speak up when things go wrong
Respect and Dignity	<ul style="list-style-type: none"> • Understand person-centred care and can demonstrate treating people as individuals and respecting choices • Promoting independence and encouraging appropriate risk taking
Everybody Counts	<ul style="list-style-type: none"> • Ensuring no one is discriminated against or excluded • Understand human rights and impact on care delivery • Facilitating people to 'speak up' about concerns and acting upon them
Commitment to Quality of Care	<ul style="list-style-type: none"> • Striving for quality in everything we do recognising and understanding what quality in care means for people using the services • Being accepting about criticism and focusing on improvement • Being open to new opportunities for learning and identifying the limits of skills and knowledge
Compassion	<ul style="list-style-type: none"> • Treating people with kindness • Understanding the importance of empathy in all areas of employment • Understanding the values of others and always providing a caring service
Improving Lives	<ul style="list-style-type: none"> • Focus on how things could be done better and sharing ideas • Understanding of wellbeing and what is important to people using the service • Improving outcomes for people • Ensuring appropriate services are provided for people using the services