

**JOB DESCRIPTION**

**TITLE:** Referrals Co-ordinator/Office Administrator

**RESPONSIBLE TO:** Operational Manager

**JOB PURPOSE:** To manage the registration and co-ordination of new referrals and provide administration support that will allow Carers of West Dunbartonshire to deliver its work effectively.

**KEY OBJECTIVES:**

* To ensure a welcoming first point of contact to carers and other visitors to the centre when required.
* To ensure that new referrals are registered in line with the organisation’s process
* To support the Operational Manager with coordinating and triaging the allocation of new referrals
* To ensure shortbreak bookings are well organized and coordinated
* To ensure efficient management of the organisation’s database
* To ensure that all internal and external communication is reviewed regularly and managed efficiently.
* To ensure that the organisation, including Manager’s, Staff and Trustees have a full and effective admin support service.

**KEY TASKS**

* To provide admin support to the Carer’s Support Team, the Line Managers and Trustees.
* To be responsible for the preparation and distribution of documentation relating to Board meetings.
* To attend Board meetings for minute taking.
* Assisting with arrangements events including booking venues, catering etc as required.
* To manage bookings of CWD room hire.
* To take referrals from carers and others in a professional and proficient manner
* To carry out carer conversations which will assist the Operational Manager to triage and allocate referrals.
* To liaise with care providers and make bookings for carers’ short breaks.
* To assist with the production and maintenance of the organisation’s policies and procedures.
* To support the Marketing Officer to ensure that all marketing and promotional material is produced in line with Carers of West Dunbartonshire’s standards and brand guidelines
* To manage the recording of Adult Carer Assessment and Support Plans.
* To ensure that all general, written and telephone enquiries are dealt with efficiently, professionally and courteously.
* To assist with developing and maintaining effective filing and information retrieval systems for both electronic and paper documentation.
* To assist with sourcing and ordering office supplies and services as required.
* To work in a self-directed manner and when required to seek support and guidance from the Line Manager.
* To undertake any other duties or responsibilities which may be required and are commensurate with the post.
* To mentor and supervise any junior admin worker or students on placement.

**PERSON SPECIFICATION**

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| **Essential** | **Desirable** |
| **Educational/Professional Qualification** |
| Proficient in the use of Microsoft Office:* Word, Excel, Access and Publisher,
* Internet usage including email and outlook.
 | Approved administrative qualification, e.g.SVQ/HNC/HNDBA Business Administration |
| **Career Experience** |
| Experience across a range of the administrative tasks demanded by this post.Experience of dealing directly with the general public from a variety of backgrounds. | Experience of working with carers.Experience of working in the voluntary sector.Knowledge of community care |
| **Job Specific Skills** |
| Administrative and office good practice.Demonstration of a professional manner.Good organisation skills.Effective teamwork.Commitment to self-development and learningExcellent interpersonal skillsExcellent verbal and written communication* Ability to develop cooperative relationships with people
* Ability to demonstrate initiative whilst make responsible decisions where required.
* Ability to prioritise and organise own workload.
* Demonstrate anti-discriminatory practice.
* Proficient at minute taking.
* Willingness to be flexible about hours of work
 | Experience of working with accounting systems.Experience of managing finances for small charitable organisations. |