



JOB DESCRIPTION

Job Title:	Care Homes Administrator
Department:	Care and Support
Responsible to:	Registered Manager and Responsible Individual
Grade:	N/A
Qualifications:	Knowledge of / qualification IT systems, Office Administration experience.

Covid-19 Vaccine requirement:

This role requires staff to have received the Covid-19 vaccine. For those joining the company who have not received the vaccine, arrangements will be made upon commencement in post.

1. Purpose of the post

- 1.1 To provide administrative support within the Care Home to ensure the smooth running of the administration within the service.
- 1.2 Under the direction of the of the local Care Home Manager and other nursing /senior care staff, to liaise with residents, families, and various other bodies, e.g. Occupational Therapy, GP's, Social Services, Physiotherapy, Health, Charitable Organisations, Care Inspectorate for Wales (CIW) and other external bodies to contribute towards the smooth day to day running of the home.
- 1.3 In conjunction with the local Care Home Manager/ Deputy Manager and Responsible Individual and in their absence to be responsible for the general administration within the Care Home.

2. Knowledge and Abilities

- 2.1 To demonstrate and have an understanding of the client groups and their representatives within a Care Homes setting, specifically in relation to administrative matters.
- 2.2 In addition to the qualification requirements it is considered the post-holder will have knowledge in respect of:

- 2.2.1 Numeracy and literacy.
- 2.2.2 Following general office administrative policies and procedures, maintaining records, word processing, filing, photocopying, logging incoming telephone calls; and incoming/outgoing mail. The post will have a specific focus use of excel for rota management objective, internal systems to manage and process annual leave in addition to reporting and collating statistical reports for use by the Manager.
- 2.2.3 The ability to establish and maintain good relationships with residents, staff and professionals from external agencies via telephone, e-mail, writing, and in person.
- 2.2.4 To assist the local Care Home Manager in the delivery of high-quality administrative services within the Care Home.
- 2.2.5 The willingness to attend courses and seminars from time to time in order to keep up to date with developments in respect of the duties of the post-holder.
- 2.2.6 In the absence of the local Care Homes Manager, work alongside the Deputy Manager, nursing / senior care staff at the Care Home and be responsible for ensuring staffing levels are maintained within the home.
- 2.2.7 The need to maintain confidentiality.

3. Managing Others

- 3.1 The post-holder will always need to be approachable to staff, residents and families on matters causing them concern. Some answers/information will need to be checked with the local Care Homes Manager before giving out this information.

4. Working with Others

- 4.1 The post-holder is expected to work as part of a close-knit care team and have the capability to work on their own initiative.
- 4.2. The post-holder is expected to work across sectors involving a range of multi-disciplinary partners.
- 4.2 Under the direction of the Home's Manager, the post-holder is expected to liaise with a range of multi-disciplinary partners.
- 4.3 Excellent communication skills, both verbal and written are required to ensure effective service delivery. The post-holder will be expected to:
 - 4.3.1 Undertake any administrative tasks in respect of inter-agency working to the benefit of the residents and service.
 - 4.3.2 Give, receive and effectively communicate information to relevant parties, particularly staff team, residents and their families.

4.3.3 Communicate with all Care Home staff within the Care Home through daily interaction and the staff meetings. To provide relevant information to staff concerning service delivery, this is done by ensuring that effective and accessible administration systems maintained within the home such as rota management and cover. As directed by the Responsible Individual, Deputy Manager and local Care Home Manager, to do any administrative task that promotes the smooth operation of the Care Home, this could include general and/or specific administrative tasks.

4.3.4 Liaison with the Contact Centre and Asset Management Officers in connection with maintenance issues in accordance with the Senior Community Care Manager and a Care Home Manager's instruction.

5. Problem Solving / Decision Making / Innovation

- 5.1 Assist with implementing care programmes to support effective running of the home.
- 5.2 To take reports from nursing / care staff and discuss these with the Home Manager if necessary.
- 5.3 Work within clearly defined frameworks, both internal and external to the Care Home and to work using own initiative to overcome and solve general problems relating to the administrative procedures within the Care Home and existing broad procedure and policy direction with the Department.
- 5.4 Due to the nature of the work, the post requires a flexible approach to basic problem solving.
- 5.5 Working within a team environment, it is expected that the post-holder has an understanding and experience of team working and working with staff and other staff with the Company.

6. Use of Technology / Practical Skills

- 6.1 knowledge, understanding and practical experience of IT packages is required.
- 6.2 The ability to assist the Responsible Individual and local Care Home Manager and Deputy Manager with the compilation of statistical information using relevant IT packages.
- 6.3 Input information into the computerised databases.
- 6.4 Willingness to develop knowledge and skills and the current technology used in Care Homes.

7. Budgets and Cash Handling

With the local Care Home Manager give assistance & supervision in the following areas:

- 7.1 To ensure that accurate records are maintained, and receipts are issued in relation to general financial transactions and communications.
- 7.2 In accordance with the Company's clearly defined financial procedure to assist in the administration of resident fee invoicing system and to ensure that all records relating to the system are up-to-date.
- 7.3 To assist when required in the administering of the local Care Home's Comfort Fund and assist in maintaining accurate petty cash systems, receipts and banking of resident's fees.
- 7.4 To be responsible for ordering stationary and other items for the local home, whilst adhering to the budget.

8. Unsocial Conditions/ Special Circumstances

- 8.1 A flexible approach to the role is required which may include occasional evening and weekend working such as attendance for emergency situations and social home events.

9. Corporate Objectives

- 9.1 To provide and actively promote excellent Customer Service for both internal and external service users and stakeholders, ensuring the customer experience is a positive one.
- 9.2 To be responsible for the application of Health & Safety practices within daily working practices sharing a common responsibility for Health & Safety across the Association.
- 9.3 To comply with the Association's Risk Management Strategy, identifying and mitigating against risk.
- 9.4 To be responsible for the application of Equality and Diversity practices in accordance with Association policy and procedures within daily operations.
- 9.5 To comply with Standing Orders, Association Policies and Procedures and to make known to Line Managers any areas which are not adequately covered.
- 9.6 To perform any other reasonable task as determined by the Responsible Individual, Manager, Deputy Manager, Director, Company Chief Executive or Board of Management.

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