

Responsible to: Home Manager

Overall aim of the job:

To make the use of care services a positive, timely & rewarding choice.

By:

- Delivering & providing a high quality professional reception service to the home.
- Demonstrating excellent customer service & communication skills, using politeness, sensitivity & tact with the ability to calmly resolve problems and enquiries that arise.
- To actively assist, maintain & promote the Coverage Care values:
 - Support and listen to you
 - Use and open, honest culture
 - Put you at the heart of our service
 - Ensure you feel safe
 - Respect your life choices
 - Be kind and compassionate
- Working on a rolling shift pattern, including alternate weekends, applying a flexible attitude to working hours especially in regards to covering absence & holidays, including bank holidays, evenings & weekends.
- Displaying a caring, sensitive & approachable nature.
- Displaying compassion, patience & empathy in all tasks.
- Whilst being organised & reliable in approach to work.

| What experience do I need? | What will I receive? |
|---|---|
| <p>Experience of working in an administrative setting or a similar role is ideal but not essential.</p> <p>Experience of working in a customer service based role is ideal but not essential.</p> <p>GCSE A-C in Maths & English or equivalent (Key skills at Level 2 in AON or Comms).</p> | <p>Opportunity to apply to complete Diploma Level 2 in Business Administration.</p> |

Main Duties

Main Administration Tasks

To provide a first point of contact for visitors to the home, completing general reception duties, including telephone answering & message taking and welcoming visitors using a polite professional manner, relaying accurate messages to the appropriate individual when required.

To provide information about the Company on request and show potential customers & visitors around the home.

General administration tasks including photocopying, secretarial support, looking after stationery, ensuring adequate supplies of documentation (care plans, admission forms etc.).

To maintain security of the building, ensuring all visitors sign in and out when visiting the home.

Ensure the reception area is kept neat, tidy & welcoming.

To process incoming & outgoing post deliveries.

Additional Administration Tasks

In conjunction with the care team, arrange transport for residents when necessary.

To type correspondence, take and produce minutes of meetings and provide secretarial support to the Manager and Duty Manager.

To undertake additional administration tasks as allocated by the Home Manager or Administrator.

Health & Safety

To identify risks within the home and notify the appropriate senior staff member immediately.

To be aware of emergency procedures, report hazards to the Manager and respond to emergencies as appropriate.

To wear the correct uniform and personal protective equipment (PPE) associated with the task and role you are carrying out.

Teamwork

To work effectively as part of a team, actively supporting other team members, whilst also being self-motivated to work on own initiative & without direct supervision.

To be able to work accurately under pressure in a busy environment.

To participate in appropriate training, and be committed to ongoing personal & professional development.

To attend staff meetings as requested by the Home Manager.

To promptly report any information, issues or concerns regarding the care, support, wellbeing or behaviour of service users and also staff members to a member of the homes senior team.

Other

Understand & apply the principles of confidentiality & data protection at all times.

Ensure that confidentiality is maintained at all times, ensuring information is not shared or divulged with anyone not authorized to receive it.

To work in accordance with Coverage Care's Code of Practice and all current relevant legislation.

Ensure the service provision is anti-discriminatory and culturally sensitive responding to individual needs, with regard to race, religion, culture, language, gender, sexual orientation, age and disability.

To actively market Coverage Care and promote a positive, personal & professional profile, ensuring the good reputation of the organization at all times.

To display a commitment is made to equal opportunities in the organisation.

Please Note

The duties in this job description are not exhaustive, but instead, are representative of the type of work required in the post. The post holder will, therefore, be required to undertake other duties deemed appropriate and consistent with the purpose of the job.

The job description & person specification are revised periodically and amended, as necessary, to ensure that they meets the needs of the service.

I acknowledge the receipt of the above job description:

Name:

Signature:

Date:

Employee Benefits

Coverage Care Services Ltd currently offer all employees the following Employee Benefits alongside their standard terms & conditions:

Training Opportunities

- Full Induction Plan (which includes full training & shadow shifts).
- Ongoing Training & Development Opportunities throughout your career (see additional handout).

Support to complete professionally recognised sector based qualifications including:

- CQC Care Certificate.
- Level 2 & 3 Diploma Qualification.
- Level 5 Diploma Qualification (managers only).

Employee Assistance Programme (EAP)

- Telephone Counselling.
- Medical helpline.
- Face to face counselling.
- Support for managers.
- Debt, financial & legal information.
- General citizens information including guidance on personal/family crisis, relationships, finance, buying a new home, staying healthy, illness & retirement.

Work Life Balance

- Set 2 week rolling rota pattern to include alternate weekends.
- Paid Breaks.

Initial Benefits as a New Starter & throughout employment

- Free Uniform.
- No charge for initial DBS check.
- Subsidised meals whilst working on shifts.

Additional Benefits

- Leisure Savings with Telford & Wrekin Council.
- Subsidised Meals.
- Access to Paycare 4work: A great way to reclaim money spent on everyday Healthcare & access to invaluable health and wellbeing services.

Salary

- Competitive Pay & the National Living Wage applies to all staff members (including those aged under 25).
- Recognition of Qualifications – we operate a pay differential for qualified and unqualified staff.
- Weekend enhancements.
- Long Service Recognition.
- Pension.

Why Work For Us

Have you ever wondered what it would be like to have a job that gives you something back, where you see the results of your work and it feels meaningful, if so, why not consider a position with us?

Do you...

Have a Caring, Sensitive & Approachable nature? Are you Compassionate, Patient & Empathetic in your approach to work? Do you have a desire to make a difference to the lives of the people you support?

If so, a role with Coverage Care Services Ltd could be the role for you!

Who are we...

At Coverage Care we aim 'to make the use of care services a positive, timely & rewarding choice' for everyone. Coverage Care is a 'Not for Profit' organisation, which means although we still have to make a profit each year, the profit we make is reinvested back into the business to improve our services and does not go to shareholders or investors.

Coverage Care Services Ltd have 14 homes in the Shropshire region, specialising in Residential, EMI & Nursing care, we pride ourselves on being present and serving the local communities in the county.

What we will do to support you...

At the beginning... you will receive a detailed & thorough induction programme, during which you will be shown how to do your job by experienced staff who have experience and can guide you to gain a clear understanding of how we provide effective support.

It doesn't stop there...

- We have an in house training team who provide mandatory and regulatory training and then a full range of skill specific additional training opportunities tailored to meet Coverage Care requirements, see additional Training Handout.
- You will receive timely support from your supervisor who will discuss your development, not just your training but how you are developing "on the job" too. You will be encouraged to be actively involved in your development and understand your career options.
- If you are someone that likes the idea of extending your responsibilities and would like to become a leader there are lots of opportunities and support to do this. We have leader development programmes and lots of helpful training modules developed to enhance your leadership skills such as supervision, disciplinary, grievance, appraisal, interview techniques to name but a few.

- Leadership and promotion is not for everyone and we acknowledge that employees who continue to deliver excellent care are the backbone of our organisation so we are keen to support these individuals to update their skills and promote new techniques to enhance our services.
- We offer a competitive employee benefits package, see additional Employee Benefits Handout.

In addition to in-house support within the homes, we also offer employees...

HR Support... We like to think that if you have a problem with your employment we have people who can help you resolve it, if resolution is not found in home then we have a HR team who can advise and resolve issues fairly.

HR Clinics are run in each home on a quarterly basis, in addition to a daily (Monday-Friday) HR Support phone line, we believe that unhappy employees are not effective and encourage employees to “speak up” so that we are aware and can find a resolution.

External Support... We also offer all employees access to an Employee Assistance Programme, provided by Sovereign Health Care. Full details of what this support package includes are on the Employee Benefits Handout (separate).

If you have read the above and think along the same lines as we do...
Why not apply?

www.carehomejob.co.uk