

Responsible to: Home Manager and/or designated members of the Senior Team

Overall aim of the job:

The Home support team provide support to all of the homes where there is a requirement to support the existing team or cover absence in a particular role. It is for this reason that members of the HST must enjoy variety, working in new environments, different teams and be comfortable "hitting the ground running"

- 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

Job Description - Principal Responsibilities

Main Duties

Main 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.

Show perspective residents and their families around the home promoting the homes facilities.

Signposting visitors/relatives and friends to colleagues within the home/organisation where appropriate.

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.

What experience do I need?

Experience of working in an administrative setting or a similar role is ideal but not essential.

Experience of working in a customer service based role is ideal but not essential.

GCSE A-C in Maths & English or equivalent (Key skills at Level 2 in AON or Comms) NVQ level 2 or equivalent in Business administration

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:
