

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

## Purpose:

*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 and different teams and be comfortable "hitting the ground running"*

## Values

- 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

### Administration duties:

- Take responsibility for all administration matters associated with the running of the care home you are supporting.
- Manage and ensure the reception area, is covered at all times, and when required complete general reception duties, including telephone answering and message taking, welcoming visitors, and, in conjunction with the care team, arranging transport for clients when necessary.
- To provide information about the Company on request and show potential customers and visitors around the Home you are working in.
- Administer and manage the financial systems of the establishment in line with Company financial procedures, purchase ledger functions (orders, invoices, suppliers); the petty cash system (payment vouchers, balancing,) general banking and cash receipts; assist in administering and reconciling the comforts fund; administration of residents' personal allowances and valuables; cheque requisitions to head office; weekly or monthly analysis as required by head office.
- Administer and manage the homes payroll, ensuring payroll information is collated and communicated to the payroll department in the agreed format and time lines.
- Administer and manage the preparation, collation and analysis of discharge, admission and charging information in accordance with standard procedures, within your primary home and any additional homes you are allocated to support; including inputting into computer system, and communicating changes when relevant to head office.
- To manage the stocks of stationery and uniform in the homes you are allocated to support;, check supplies and order stocks as required of stationery and uniforms to ensure that the establishment is properly supplied, and check delivery notes and purchase invoices against these orders - order to be authorised by the Home Manager.
- Provide Administration support to the Manager and Duty Manager if requested in the homes you are allocated to support.

- To ensure the maintenance of all service user and staff records in support of the Home Manager and Duty Manager in the homes you are allocated to support.
- Administer and manage the training database as requested in the homes ensuring information is kept up to date and the Home Manager is advised of upcoming staff training requirements to ensure compliance.
- Administer the ATS Recruitment database, supporting the Home Managers with recruitment administration within the homes you are allocated to support.
- To advise and assist with the Archiving system as requested in the homes.
- To ensure that service user confidentiality & dignity is maintained at all times.
- Maintain confidentiality of personal data
- Ensure the Home Manager is kept up to date and informed of all company issues.
- To promote company initiatives and manage delivery of the administration department within the homes you are allocated to.
- Maintain strong relationships with external bodies, professional in the local community, residents and their families.
- 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 be aware of emergency procedures, report hazards to the Manager and respond to emergencies as appropriate.

### Development:

- To attend staff meetings as requested by the Manager, maintaining professional knowledge and competence, within the homes you are allocated to support.
- Undertake any training deemed appropriate to the post by the company including management development, skills updates and training initiatives.

### What experience do I need?

Experience of general office procedures.

Experience of payroll administration.

Experience of minute taking.

Experience of financial administration.

GCSE A-C in Maths & English or equivalent (Key Administration skills at Level 2 in AON or Comms)  
NVQ 3 in Business Administration or equivalent.

- **Health & Safety**  
To identify & manage identified risks within the home, notifying the appropriate senior staff member immediately.
- To be aware of emergency procedures, reporting hazards to the Manager and responding to emergencies as appropriate. In the event of any emergency, take all necessary action to preserve the security and safety of the service users & staff in accordance with procedures.
- To use manual handling techniques & equipment safely and correctly as per the current company policy & procedures.

- 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 under pressure.
- To participate in appropriate training, and be committed to ongoing personal & professional development.
- To act as a role model to the care team.
- 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 the Home Manager.
- To continuously review your practices to develop new skills and knowledge through continuous professional development & training, to maintain a sound working knowledge of current care/standards that contributes to the enhancement of patient care skills

### 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:**

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**Signature:**

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**Date:**

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