

**Job Title:** SERVICE/CARE HOME ADMINISTRATOR

Reports to: Service/Registered Manager

## **JOB DESCRIPTION**

### **Purpose and summary of job:**

To be responsible for the smooth running of the administration of the Service/Care Home as required, which includes maintaining adequate supplies, stock, equipment and in obtaining a high standard of record keeping.

### **Main Duties and Responsibilities**

1. Promote and ensure the good reputation of the Service/Care Home. To act as a positive role model, maintaining and demonstrating a positive attitude towards Clients, their families, visitors and other staff.
2. Maintain complete and accurate financial records of the Service/Care Home using computer and manual systems.
3. Prepare and issue regular Management Reports within the prescribed timescales.
4. Promptly invoice Clients and Local Authorities or person so responsible and follow up settlement of same using manual records and specialised computer software.
5. Process receipt of monies against patients/residents accounts and record details.
6. Maintain accurate records of all petty cash transactions.
7. Process, on a weekly basis, the receipt and review of suppliers' invoices and statements.
8. Where applicable, supervise the work of the Receptionist.
9. Maintain complete Staff files ensuring they are keep up to date and in line with Healthcare Commission regulations. Ensuring that HR system remains accurate with all staff data recorded.
10. Process all payroll information on a weekly basis.
11. Operate office equipment such as fax, photocopier and computer as required, as well as supply administrative services to the Service/Care Home Manager as required.
12. Answer the telephone and respond to all enquiries in a friendly and efficient manner.
13. Provide administration support to all disciplines within the Service/Care Home, meeting deadlines, compiling reports for reviews, meetings etc.

# **JOB SPECIFICATION**



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14. Ensure all equipment is clean and well maintained.
  15. Maintain stationery supplies', ensuring this is in line with the Service/Care Home budget for stationery.
  16. Order and maintain records of staff uniforms.
  17. Management of patient fee variations and discharges.

## **Communication**

18. Advise the Service/Care Home Manager of any incident/accident and status of any clients whose care/health is causing concern.
19. Participate in staff and client meetings and attend training sessions as required.
20. Maintain complete confidentiality of all matters concerning the Service/Care Home, Clients, Patients, Residents, Staff and related work.
21. Notify the Service/Care Home Manager as soon as possible of the inability to work, and also on return to work, from all periods of absence.

## **Marketing**

22. Actively market the service and promote a positive personal / professional profile within the local community.

## **Training & Development**

23. Teach and by example, train junior and new staff members in all aspects of this work in the service, giving help and guidance where appropriate and assist in keeping records up to date.

## **Health & Safety**

24. Report immediately to the Service/Care Home Manager any illness of an infectious nature or accident incurred by a Patient/Resident, Colleague, self or another.
25. To support the development of the process, practice and delivery of Active Care and Recovery.
26. Understand and ensure the implementation of the Service's Health and Safety Policy, Emergency and Fire Procedures.

## **General**

27. To demonstrate non-discriminatory practice in all aspects of work.
28. To assist in ensuring quality targets are met in accordance with agreed standards.
29. To participate in agreed systems of appraisal and individual performance review with the role of employee.

30. Report any faulty appliances, damaged furniture or equipment and any potential hazard to the Service/Care Home Manager.
31. Ensure the security of the Service is maintained at all times.
32. Adhere to all Group policies and procedures within the defined timescales, NCSC standards and guidelines, Department of Health guidelines and legislation, including the Mental Health Act and Code of Practice.
33. Undertake other duties, as required, by the Head of Care or Service/Care Home Manager.

### PERSON SPECIFICATION

**For new appointments, a selection panel will assess each of the points below against what you have written on the application form – so, as a job applicant, you should explain, by using examples from previous jobs, voluntary work or whilst you were in education, how you match these points.**

To do this job effectively a person will need:-

**Essential criteria for this post are shown in bold:**

#### Knowledge

1. **Knowledge of Windows operating system – Word/Excel/Outlook or equivalent**
2. Understanding of Mental Health Issues
3. Understanding of payroll
4. Working knowledge of telephone systems

#### Skills

5. **Good numerical and word processing skills in particular Microsoft Excel and Word**
6. **Good communication skills and confident manner**
7. **Eye for detail ensuring accuracy**
8. **Ability to organise own time and workload**
9. **Ability to co-ordinate multiple tasks and shifting priorities**
10. **Ability to work well under pressure**
11. **Willing to undertake training courses relevant to the job role in order to maintain skills/knowledge**
12. **Ability to relate well to other people and function as a team player**
13. Self Starter

# JOB SPECIFICATION



14. Ability to work using own initiative

## **Qualifications**

At The Time Of Appointment

15. **GCSE Maths and English or equivalent level of numeracy and literacy**

16. NVQ Level 2 in Administration or equivalent

Through Professional Development (whilst in post and provided as organisational need and available resources dictate or, through self-funding if preferred by the post holder)

17. NVQ3 in administration

## **Experience**

18. **1-3 years or more Administration/Reception experience or evidence of the same, including report preparation; organising meetings; liaising with customers/clients**

19. **Experience with cash management, finance or budgets**

20. **Experience with maintaining stationery stocks within budget**

21. Previous experience of accounting computer packages

22. Worked in a Healthcare environment, working with medical practitioners

## **NB Applicants must meet any age requirements set by the relevant regulatory body**

This Job Specification indicates the main duties and responsibilities of the post and it is not intended as an exhaustive list.

Please add signature and date indicating acceptance of this Job Specification.

Jobholder .....Signed ..... Date: .....

Manager .....Signed ..... Date: .....

