

MEADOWS NURSING HOME

JOB DESCRIPTION

ADMINISTRATIVE ASSISTANT

Job Title: Administrative Assistant

Responsible to: Registered Home Manager

Accountable to: Company Directors

JOB SUMMARY

To take organisational responsibility for all aspects of Office Administration within the Care Home, which will include some administration duties not only for the Registered Home Manager and staff but also on occasion for service users, and to act in such a way as to promote the health and wellbeing of Service users accommodated within the Care Home.

To be involved in the setting of standards of social care delivery and hospitality in line with the Care Standards Act 2000 and its Regulations (Wales) 2002 .

*To work within, and to, all policies & procedures of the company and the **Code of Practice of the Care Council for Wales**; also within the **National Minimum Standards and Regulations (Wales 2002)** of the **Care Standards Act 2000**.*

To ensure your continued capability and competence to carry out your job role all staff are also expected to ensure their attendance at and compliance with the training programme of the company to ensure their suitability to perform their duties and support Service users.

All staff must maintain appropriate status, fit for employment within the Criminal Records Bureau (CRB) system, throughout the period of employment.

RESPONSIBILITIES

General

All staff have a responsibility to read and have a working knowledge of the policies and procedures of the company, as applicable to their job role; including the health and safety manual and retention and completion of their personal copy of the employee handbook.

All staff also have a responsibility to work within the **Code of Practice** for **Social Care Workers** of the **Care Council for Wales**, and ensure attendance and compliance with the training programme of the company to ensure their suitability to perform their duties and support Service users.

Policy folders are located within the Home Managers office. All members of staff must adhere to these policies & procedures at all times, failure to comply will result in disciplinary action. The Registered Home Manager will clarify any points as necessary and notify all staff of amendments as they become operational.

Role Specific

1. To lead Administration activities within the Care Home.
2. To prepare and maintain personnel files on behalf of the Registered Home Manager.
3. To prepare documentation on the 'moving into' the care home of a new Service user, for the purpose of contracts management.(Care home administration office based filing system)
4. To provide general administrative 'office' duties e.g. typing and word processing of letters and other documents as required by the Registered Home Manager. To manage both company and Service Users mail efficiently.
5. To deal with telephone enquiries efficiently and courteously, making appropriate responses that are within your scope of knowledge and competency.
6. To maintain a database of contacts for the Registered Home Manager including such contacts as: General Practitioners, Surgeries, Local Authorities. Care Managers/Social workers, contractors etc.
7. To compile, store and back-up hard copy and electronic records, which are accessible for key personnel and can be easily identified and understood.
8. To maintain financial records as required by the Registered Home Manager e.g. supplies, orders, with retention of delivery notes, receipt etc.
9. To maintain manuals, guarantees, sales/purchase advice of assets within the Care Home- and ensure that the assets Register is kept up to date.

10. To maintain a record of 'duty of care' notices for Inspection.
11. To have the confidence and capabilities to effectively communicate with Service users, Staff, Relatives and their Representatives.
12. To participate within reviews undertaken by such people as the Local Authority, Local Health Board including reviews of placement by the Service users individual Social Worker, as and when requested.
13. To participate in bi-monthly supervision and annual appraisal.
14. To attend **all** mandatory training and any additional training as identified via supervision or deemed necessary by the company; Failure to attend identified or mandatory training will result in disciplinary action.
15. To attend Staff & Service user meetings and contribute ideas and suggestions, appreciating the diversity and equality of Service users within the Care Home and the staff who you work with. Providing minute taking duties as and when required.
16. To manage petty cash and Service users monies held within safe keeping at the care home, and maintain accurate records that are available for audit at all times.
17. To maintain confidentiality regarding all matters relating to Service users, their care and welfare, the day-to-day running of the establishment, and members of staff being honest, trustworthy, reliable and dependable Failure to comply will result in disciplinary action.
18. To uphold public trust and confidence in the Care Home and the Company including: maintaining a high standard of appearance and behaviour and complying with the uniform and dress code policy of the company
19. To work in such a way as to honour work commitments, agreements and arrangement to promote the health and wellbeing of Service users, and by declaring issues that might create conflict of interest or influence your judgement.
20. To be prepared to work in any area of the home or other homes/settings operated by the company as required by the management that are within your capabilities and scope of practice
21. To report any situations where there may be a risk of violence or aggression, or where Service users may be at risk, to the Person in charge without delay. To refrain from trying to deal with the situation on your own without seeking help from appropriate staff.
22. To be efficient in the use of all supplies and highlight deficiencies to the Person in charge and/or Registered Home Manager.

23. To be familiar with the fire policies, to know where the fire points are, to take part in fire training and fire drills.
24. To use personal protective equipment, (e.g. gloves, aprons) as supplied by the company, throughout your work practices. And to ensure that you have complied with safe working practices with regard to the use of Visual Display units, appropriate desk seating and safe management of chemicals e.g. Ink cartridges, Toner drums etc be fully aware of the companies infection control policy and the safe disposal of waste and contaminants
25. To report all accidents and to ensure that any accidents are recorded in the accident book.
26. To report any concerns or complaints raised by Service users, or their representatives, and direct any enquiries to the person in charge and/or Registered Home Manager in a responsible manner and in a timely fashion or to the most senior person in the home.
27. To be aware of the whistleblowing procedure and be committed to informing the Registered Nurse of Home Manager where the observed practice of your colleagues may be unsafe or inappropriate
28. To be committed to protecting Service Users from Abuse, neglect, harm, exploitation or discrimination and to receive regular updates & training with regard to the principles and procedures of the Protection of Vulnerable Adults (PoVA) and the 'In Safe Hands' guidance and South Wales Adult protection procedures.
29. To maintain confidentiality regarding all matters relating to Service users, their care and welfare, the day-to-day running of the establishment, and members of staff. Failure to comply will result in disciplinary action.
30. To maintain a high standard of appearance and behaviour and comply with the uniform and dress code policy of the company.
31. To be prepared to work in any area of the home as required by the management.

Duties

1. To undertake all daily administrative tasks as directed by the Person in charge and/or the Registered Home Manager.
2. To maintain information about the Service Users individual 'special' dates for example birthdays, anniversaries etc, and ensure that they are able to make contact with relatives/representative, including gaining access to postal services etc. as and when required.
3. To ensure that Administrative duties are delivered within a timely fashion and that they underpin the smooth operation of the Care Home.

4. That you have a flexible approach to work-times, especially in times of additional administrative workload e.g. pre- Inspection etc.
5. To assist in fund raising and celebratory events such as fetes etc. especially seasonal 'special occasions'.
6. To engage Service users in conversation and remain pleasant and courteous in manner at all times
7. This list is not exhaustive and on occasions you may be reasonably directed to undertake additional duties.

Job Descriptions are always subject to review by the Registered Home Manager and any reasonable instruction not contained in the above description must be adhered to.

Employee

Print Name

Date

Signature

Line Manager

Print Name

Date

Signature