

**LEEDS CITY COUNCIL
JOB DESCRIPTION**

DEPARTMENT	Adult Social Care
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POST TITLE Support Administrator	GRADE C1
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POST(S) TO WHICH DIRECTLY RESPONSIBLE	Business Team Manager
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POSTS(S) FOR WHICH DIRECTLY RESPONSIBLE	None
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PURPOSE OF THE JOB

Communication, Coordination of Care, Operational System Data Maintenance and provide administrative support for the Access and Care Travel Co-ordination.

RESPONSIBILITIES

Arrange the provision of transport services to meet the assessed needs of users and their carers. To include the processing of quotations from hospital and community teams for new orders prior to liaison with the managers for authorisation, where budget constraints arise.

Compile transport arrangements for Access and Care staff and ensure that staff are informed accordingly. The matching of appropriate resources with individual service users (and carers) based on assessed needs, will be a central aspect of this process, operated through the community support operational system.

Make adjustments to transport elements of care plans in response for example, to changes in the assessed need of service users, the absence of service users or staff due to leave/sickness. Programmes must maximise the utilisation of staff contract hours, operated through the community support operational system.

Inform staff of the assessed needs of service users (and their carers), the tasks to be undertaken as part of the agreed care plan, the service users preferences and values and required outcomes of both the care plan and service plan, along with health and safety risks associated with undertaking these tasks, supported by the supervisor and the community support electronic rostering system.

Attend meetings as and when required by the business manager and or resource manager

Telephone liaison with assessment and care management staff, and other health and social care professionals, regarding the needs of service users (and their carers) and the role of the service in meeting those needs.

Respond effectively to telephone and other enquiries regarding the provision of community support services. This will include receiving and responding to premature complaints and referring home carer and supervisor compliments to managers.

The data entry into the Access and Care care operational system of service exceptions when notified by telephone from Access and Care such as extended visits, aborted calls etc

Process and record staff sickness, all annual leave, bank holidays after authorisation from the manager with the exception of emergency leave. This will include the data entry of all appropriate information into the community support operational system, and the completion of all relevant documentation which should be passed to the manager.

Notification and recording of all accepted or rejected care packages.

Ensure all out of hours amendments are updated on the system from reports received from the central contact centre and the daily activity.

Ensure all information needing to be forwarded should be sent to the appropriate person.

Data entry of new service users/staff information where required.

To maintain all appropriate staff and service information where required.

To participate and undertake the full duties outlined in the duty roster.

To make a positive contribution in supporting the promotion and achievement of the community support service mission and supporting values, and the active promotion of the Access and Care Service Standards. In undertaking the specified duties and responsibilities of the post to utilise appropriate information technology systems.

As requested, in an emergency situation, to be part of the out-of-hours on-call team offering support to service users/carers, staff and social/health care professionals.

Undertake training as required, and attend supervision sessions, team meetings and briefings as required.

Act at all times in accordance with corporate and departmental policies and procedures.

Operate in accordance with the Council's Customer Care and Complaints procedure.

To undertake training and development opportunities as required by Management.

Ability to undertake any necessary travel in connection with the duties of the post.

Any other duties commensurate with the grade and falling within the scope of the post, as requested by management.

To be aware of and adhere to the six Caldicott Principals.

To undertake other duties appropriate to the post as required by the Business Support Manager.

To participate in and provide training and development activities as necessary to ensure up to date knowledge, skills and continuous development.

To comply with the requirements of all Leeds City Council policies, procedures and staff instructions, including responsibilities under the Health and Safety Policy and Procedures.

To actively promote and support Leeds City Council's Policies on Equal Opportunities and to work in an anti-oppressive manner.

RELATIONSHIPS

The postholder will be expected to work as a member of the Business Support Team within Access and Care, maintaining a close working relationship with other colleagues, service users, and other agencies.

PHYSICAL CONDITIONS

The postholder will be based at the Business Unit site.
All offices are non smoking environments

SOCIAL CONDITIONS

Normal office hours are 8.30am – 5pm Monday to Thursday. 8:30am - 4:30pm Friday. Adult Social Care is available 24 hours per day, 7 days per week, 365 days per year, therefore the post holder may be required to participate in and respond to operational matters outside normal office hours.

ECONOMIC CONDITIONS Terms and conditions of employment are in accordance with collective agreements negotiated from time to time by the National Joint Council for Local Government Services set out in the National Agreement on Pay and Conditions of service and as supplemented by local collective agreements reached with trade unions recognised by the Council and by the Rules of the Council

PROSPECTS

Promotion

Whilst no guarantee can be given to subsequent promotion, there are currently a number of higher graded posts within the Department which potentially provide the opportunity for career progression within the Department.

Any subsequent vacancies will be filled in compliance with agreed Council procedures.

Training

The Council has a positive commitment to the training and development of employees in all areas of its activities.

Similarly employees are also expected to adopt a positive attitude to any training provided and also to their own personal development.

We are committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. We promote diversity and want a workforce that reflects the population of Leeds.

EMPLOYEE SPECIFICATION

Detailed below are the types of skills, experience and knowledge which are required of applicants applying for the post. The “Essential Requirements” indicate the minimum requirements and applicants lacking these attributes will not be considered for the post. The points detailed under “Desirable Requirements” are additional attributes to enable the applicant to perform the position more effectively or with little or no training. They are not essential, but may be used to distinguish between acceptable candidates.

ESSENTIAL REQUIREMENTS

SKILLS

Ability to pass information effectively and concisely between service users, carers, colleagues and other agencies.

Ability to complete standard forms

Ability to make quick decisions and use initiative and be able to adapt to different work situations

Ability to work without supervision

Ability to work as part of team

Ability to use a variety of computerised systems/packages, including word processing, spreadsheets and databases.

Ability to organise and prioritise workloads and assist in the achievement of targets and making recommendations for improving service delivery.

Ability to undertake further training

Ability to understand Departmental Manuals, Code of Practice and Staff Instructions

Ability to provide a responsive and flexible service as needs change.

KNOWLEDGE

Filing systems

Understanding the issues of confidentiality.

EXPERIENCE

General office work/ procedures

Experience of setting up and maintaining record systems both manual and computerised.

Dealing with constant and conflicting demands

Of developing new systems and monitoring their effectiveness.

BEHAVIOURAL AND OTHER JOB RELATED CHARACTERISTICS

A commitment to implementing customer care policies

A commitment to the development of personal skills and competence.

Ability to understand and observe the Council's Equal Opportunities Policy.

To carry out all duties having regard to an employee's responsibility under the Council's Health & Safety Policies and Code of Conduct.

Willingness to actively participate in training and development activities to ensure up to date knowledge and skills

DESIRABLE REQUIREMENTS

KNOWLEDGE

Awareness of the needs of service users from a wide range of backgrounds

Financial and administrative procedures

EXPERIENCE

Team work

Providing responses to service users and colleagues

Working flexibly

BEHAVIOURAL AND OTHER JOB RELATED CHARACTERISTICS

Knowledge of the problems of disadvantaged groups.

Job Risk Analysis

Recruiting Employer	Leeds City Council
Department and Section	Adult Social Care
Post/Job Title	Support Administrator
Description of main activities the applicant would be required to undertake	To plan and program transport to cover customer. To take and record all requests for service. To maintain staff and customer records. To take all staff and customer calls and respond appropriately. The person/s appointed will need to have good communication and I.T skills and be able to able to work as part of a team. To be able to make quick decision, work under pressure and use own initiative.
Hours/work pattern	

If the work contains any of these elements it is defined as a Part A role:

Work element	YES	NO
Work at heights (e.g. over 2m)		X
Work in excessively noisy environments.		X
Work in unusual environmental conditions, e.g. confined spaces (where the air does not flow free and fresh or where there may be a build up of gases, vapours or fumes or the need for the use of breathing apparatus)		X
Use of tools and equipment associated with hand-arm or whole-body vibration.		X
Driving Leeds City Council Vehicles.		X
Transporting others (i.e. only those driving HGV's over 7.5 tonnes, PCV's, minibuses (e.g. requiring MIDAS qualification/DVLA Gp 2) and anyone transporting, as part of their normal duties, more than 3 persons		X
Contact with hazardous substances identified as requiring regular health surveillance under COSHH n.b. this includes infectious agents eg from bodily fluids, or zoonoses.		X
Prolonged or frequent exposure to machine generated wood dust, or other heavy or excessive concentrations of mineral dust.		X
Work with lead or lead-based products.		X
Work with, or regularly in, environments where there is likely to be, asbestos containing materials.		X
Where the role requires an employee to be immunized.		X
Fieldwork or work in extreme conditions e.g. involving excessive heat, cold, frequently walking		X

long distances over rough terrain in all weather conditions;		
Any other occupational hazards/comments relevant to this post (state):		X

All other roles are defined as Part B. Please indicate if the work involves any of these elements:

Work element	YES	NO
Face to face contact with the public/service users		X
Working in isolation/lone working		X
Work with electrical wiring		X
Work where there may be occupational exposure to bodily fluids (all reasonable control measures will have been identified and implemented). N.B. if the risk assessment identifies that immunization is required, this should be classed as a Part A role.		X
Work that may bring the employee into contact with rodents or other animals or livestock N.B. if the risk assessment identifies that immunisation is required, this should be classed as a Part A role.		X
Manual handling/moving and handling (i.e. other than routine office lifting and carrying).		X
Working with vulnerable service users.		X
Work with repetitive movements or forced posture.		X
Work as a regular display screen user.	X	
Work involves the preparation or handling of unwrapped foods, to be consumed without further cooking e.g. sandwich preparation.		X
General office-based activities.		X
Driving own vehicle on Council business. - potential		X
Any other occupational hazards/comments relevant to this post (state):		

N.B. Appropriate control measures for these identified hazards will have been identified and implemented.

This has been classified as a Part B role.