

Clifton Homecare Limited PJ04 Job Description

Office Administration Assistant



JOB DESCRIPTION

Job Title: Office Administration Assistant

Reports to Senior Leader Team, including Office Manager

Issue Date:

SUMMARY

Clifton Homecare's aim is to provide tender loving care and our vision is to provide a level of care that we would be happy for our loved ones or ourselves to receive. The Job Description of this personnel is dynamic and will be ever changing in order to meet business needs. The role will primarily be a support role the Office Manager, Senior care team, care team and our client base (including families and Health Care Professionals). The personnel will be required to undertake training and development on a regular basis to maintain and improve practice and ensure compliance with the latest legislation and regulations, especially GDPR compliance and regulations. The personnel will be required to follow company policies and procedures, work to agreed standards, legislative requirements and relevant regulations under the direction of the Office Manager, ultimately under the direction of the Managing Director and Registered Manager, within the financial plans.

LOCATION

Duties will be completed from our office base, there may be infrequent administrative appointments made off site.

MAIN DUTIES

Working within the organisation:

- Act in a professional manner at all times, ensuring image, presentation and conduct reflect the company's values (see or company values) at all times. This not only includes when at work but presence on social media and in the public domain.
- Develop effective working relationships with Clifton Homecare colleagues; administration staff and care workers, Senior care staff, the Managing Director and the registered manager. Relationships will be developed in person and remotely over the telephone/ zoom or alternative remote platforms.
- Work within and promote the company's policies and procedures.
- Use of Microsoft office is essential. This includes Word and Excel.
- Experience of systems is essential; we use a rostering and care planner system. Training on this will be provided but experience is necessary as daily monitoring and use of this is essential.

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- Systematically solve day to day issues under the direction of the Office Manager and Senior care staff and liaise with senior staff on a regular basis.
- Domestic duties around the office; sanitising surfaces, emptying bins, ensuring workstation clean and tidy after use to help maintain a 'clear desk' policy.
- Promote the Safeguarding of clients and families; ensuring attention to detail with all paperwork completion.
- **Maintain confidentiality. This is especially important given that you will be privy to sensitive information regarding staff members and clients. A confidentiality agreement will form the contractual agreement for this.**
- Liaise and work with a wide variety of people such as health Care professionals, clients, families and care team members in person and via the telephone.
- Answering the telephone and answering general enquiries and queries, filing of paperwork, shredding to ensure GDPR compliance.

Clifton Homecare aims to provide clients with a level of care that we would be happy with for ourselves or a member of our family. We are a small, family-run company with high standards and expect our employees to support our company ethos and work to the same high standards. Welcome to the team!