

## Customer Service and Admin Coordinator Job Description

**Reporting Line**

**Location**

**Hours/Contract Term**

**Salary**

Carers' Support East Kent

Team Leader – Single Point of Access

Carers' Support East Kent, Innovation House, Discovery Park, Ramsgate Road, Sandwich, Kent CT13 9ND

37.5 hours

£18,725.40 per annum

### OVERALL JOB PURPOSE

This post is vital to the delivery of our service contracts and makes an important contribution to the range of Carers' services provided across East Kent. The postholder is responsible for providing essential administrative support to the Carer Support Coordinator team enabling their efforts to be focused on supporting Carers and fulfilling their front-line responsibilities.

### Customer Service and Admin Coordinator - KEY RESPONSIBILITIES

#### Core Duties

Provide full admin support to a team of Carer Support Coordinators, including:

- Regular checking of e-mail inboxes, forwarding contacts to relevant personnel
- Create new client records on internal database and populate with data from Carer Information Record/Wellbeing summary as appropriate.
- Process referrals for Carers Assessments in line with Carers Business Process and Carers Policy within timeframes stipulated
- Create and update records on local authority database in relation to Carer Assessments.
- Contact Carers within timeframes stipulated in our contract to book Carer Assessments, update records on databases
- Contact Carers one year after a Carers Assessment to offer a review
- Complete amendments of Carers Assessments as directed by Carer Support Coordinators
- Scan Carers Assessments and supporting documents and attach to Carer records on database.
- Ensure Carer records are closed on external database in line with protocols and within timeframes stipulated in our contract.
- Administer the Kent Carers Emergency Card and undertake regular reviews to ensure information held is accurate
- Monitor lone workers in line with Lone Working Procedures
- Provide administrative support to the team when issuing payments to Carers
- Provide administrative support for activities and events
- Undertake regular data maintenance tasks on organisation's database
- Provide frequent updates on Facebook to support the promotion of Carers services and Carers Support – East Kent.

- Produce data/reports from our internal database upon request
- Carry out printing/photocopying to support organisational need
- Prepare Carers' packs and mailings to Carers, including regular newsletters
- Any other reasonable tasks requested by the CEO, management or the Trustees

### **Working in Partnership**

- Establish and maintain positive relationships with statutory and non-statutory agencies to facilitate coordinated support to Carers and those that they care for

### **Behaviours & Personal Development**

- Attend and contribute to staff meetings and events on a regular basis to share experience, information and contribute to service planning and development
- Ensure all organisational policies and procedures are adhered to, including (but not limited to) Safeguarding, Confidentiality, Equal Opportunities, Data Protection and Health & Safety, including lone working.
- Take personal responsibility for keeping abreast with internal policy updates and of new or emerging legislation, policy and best practice in areas of health & social care of relevance to Carers
- Share responsibility for own development and training with line manager, taking up opportunities provided and applying learning to practice.

### **Performance Measures (To be agreed)**

Indicators:

**1**

**2**

**3**

This is not necessarily an exhaustive list of duties but is intended to reflect a range of duties the post holder will perform. The job description will be reviewed annually and may be amended following discussion with the post holder, to take into account changes and developments.

Any appointment will be subject to satisfactory references and an enhanced Disclosure and Barring Service (DBS) check.

### **Confidentiality**

Due to the nature of this work the post holder will often be party to highly confidential and very personal matters – they must therefore be committed and able to maintain the very highest standards of confidentiality at all times.

*The criteria below is assessed via application form and interview and may include task based assessment*

Factor	Essential	Desirable
<b>Qualifications &amp; Experience</b>	<ul style="list-style-type: none"> <li>• Excellent IT skills, experience of using Microsoft Office programs</li> <li>• Experience of working with databases and information systems, creating new records, inputting data and exporting information with precision and speed</li> <li>• Experience of dealing with confidential and sensitive matters</li> <li>• Experience of applying good organisation and planning techniques</li> <li>• Experience of working in a busy environment with competing demands</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working in a health or social care environment or a voluntary and community sector organisation</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Good knowledge of all general admin procedures</li> <li>• Ability to collate exported information into performance monitoring reports using Excel</li> </ul>	<ul style="list-style-type: none"> <li>• Awareness of the needs of Carers and those cared for</li> <li>• An understanding of the voluntary and statutory sectors</li> </ul>
<b>Decision Making &amp; Mental Skills</b>	<ul style="list-style-type: none"> <li>• Ability to support and contribute to team decisions</li> <li>• Resilience, ability to readily adapt to changing situations and the management of day to day work pressures</li> <li>• Ability to deal with competing demands</li> </ul>	
<b>Interpersonal &amp; Communication Skills</b>	<ul style="list-style-type: none"> <li>• Excellent communication skills</li> <li>• Excellent organisational skills</li> <li>• Ability to work effectively as part of a team and on own initiative</li> <li>• Good levels of literacy and numeracy in the preparation of emails, letters, templates, forms and emails to colleagues and outside professionals/organisations</li> <li>• Ability to navigate internal and external data bases to find required information</li> <li>• Ability to empathise with carers circumstances and manage emotional and difficult situations</li> <li>• Ability to present information in a variety of ways to meet the needs of different audiences</li> <li>• Ability to cope well in a busy environment</li> </ul>	

<b>Interpersonal &amp; Communication Skills (Cont.)</b>	<b>Personal Qualities</b> <ul style="list-style-type: none"> <li>• Integrity (high standards of integrity, honesty and fairness to help to deliver an excellent service to Carers)</li> <li>• Strong interpersonal skills, approachable, open and non-judgemental, ability to develop rapport with carers, co-workers and professionals</li> <li>• Service focused (to respond to the needs of Carers in a timely and appropriate manner to maintain the required level of service)</li> <li>• Committed and enthusiastic</li> <li>• Organised and flexible</li> </ul>	
<b>Physical Skills</b>	<ul style="list-style-type: none"> <li>• Ability to sustain a demanding work schedule, lone working and work outside office hours if required</li> </ul>	
<b>Initiative &amp; Independence</b>	<ul style="list-style-type: none"> <li>• Ability to work independently, prioritise,organise, plan and manage own workload</li> <li>• Ability to assess priorities, interpret information and decide on any action needed eg referral to TeamLeader or appropriate person regarding Adult Protection and Safeguarding issues</li> </ul>	
<b>Other Skills &amp; Competencies</b>	<ul style="list-style-type: none"> <li>• Able to follow processes and record data and information accurately</li> <li>• Ability to pay attention to detail</li> <li>• Awareness and commitment to equal opportunities and diversity, able to work to our high organisational standards and apply these principles in relation to carers, work colleagues and other organisations</li> </ul>	