

<b>Job Title:</b>	Service Administrator & Case Worker
<b>Salary:</b>	£21,260.20 <i>pro rata</i>
<b>Contract:</b>	Fixed term contract (maternity cover), minimum 6 months
<b>Hours:</b>	Part time, 21 hours per week ( <i>over 3 days, ideally Monday, Wednesday and Friday</i> ); with potential option to take on additional contracted hours as a Support Worker/Personal Assistant
<b>Responsible to:</b>	Personal Support Worker Service Project Manager

### Summary of post:

The key areas of this role are:

- To provide administrative support to the Personal Support Worker Finding and Matching Service.
- To uphold and develop good written and financial systems and records for the service, as well as maintaining excellent communication with all stake holders.
- To support people with a learning disability to become valued and participating members of the community in which they live by achieving maximum independence and integration.
- To contribute to the smooth and safe running of the service, the maintenance of high quality service delivery and the development and growth of the project.
- To act as a main point of contact for service users, their families, Personal Assistants and external professionals.
- To lead on the case work for a designated caseload of service users.
- To assist the Project Manager, Project Coordinator and Senior Case and Project Worker with the management of the rota for the service.

### Main Duties & Responsibilities

#### Developing and Maintaining a Quality Service

- Facilitate the day-to-day functions of running the project.
- Assist in the allocation and timetabling of staff.
- Work in partnership with service users and family carers.
- Oversee, and where appropriate lead on, the case work for an agreed case load of service users.
- Assist with the monitoring of project targets.
- Assist in monitoring the quality of the service and developing systems around quality assurance monitoring.
- Attend and assist with team meetings, including minute-taking.
- Assist with promoting the service internally and externally (i.e. attending marketing events and conferences in partnership with the senior management of the project).
- Carry out needs assessment meetings with new service users.
- Assist with the development, maintenance of and adherence to standardised administrative and financial procedures and systems.
- To liaise with other professionals and partners when required.
- To assist with the management of Personal Assistants.
- To assist with the coordination of new and existing support packages.

### Senior Responsibilities

- Lead on a designated caseload of service users or complex cases, including updating and reviewing case work, monitoring support records and goals and liaising with social workers and other relevant professionals.
- Lead on managing the petty cash for the service including safe and accurate handling of money, correct record keeping and timely management of payments to staff and service users.
- Assist with managing service users' personal budgets including being involved in support planning processes, managing budgets as Individual Service Funds and keeping all necessary records.
- Act as a primary point of contact for the staff team giving guidance and support where required and appropriate.
- Act as a primary point of contact for service users and their families.
- Assist with the management of new referrals and the waiting list, including completing initial assessments and maintaining contact with families and social workers.
- Data entry and recording on Charity Log, the in-house timesheet system and other internal systems.
- Assist with recruiting, inducting and training of new staff.
- To assist in coordinating rotas in line with service agreements and staff availability and skills, including responding to short-notice and day-to-day changes and issues arising.
- Assist with the maintenance of records in line with Centre 404's procedures. These include support notes, support and supervision records and records of hours worked, annual, sick and other leave.
- Assist with ensuring the service's compliance with Health and Safety standards, and ensuring that risk assessments and guidelines are developed where necessary and adhered to and that all required records are kept.
- Respond to incidents and safeguarding matters in line with Centre 404 and local authority policies and procedures, including completing incident reports and following up actions in a timely manner.
- Attend meetings acting as a representative of Centre 404 (i.e. initial assessments, support reviews, external strategy meetings).
- Assist and supervise volunteers where required and adhere to Centre 404 values in relation to supporting volunteers.

### Support to people with learning disabilities living in their own flat or with their family

- Work with a person-centred approach ensuring choice and control for service users.
- Participate in service users' meetings, team meetings and other meetings as required, acting as an advocate and voice for service users where appropriate.
- Keep accurate records and share information with the relevant team members and professionals within appropriate timescales, according to Centre 404, legal and local authority guidelines.

- Have a positive and proactive attitude to working with service users and behaviour they may display, adopting a Positive Behaviour Support approach.

### **Team member responsibilities**

- Work proactively as part of a team, using initiative to resolve issues and ensure tasks are efficiently followed up and successfully completed.
- Use accurate and professional communication, through the use of IT, hand written and verbal reports.
- Be willing to provide any support required to meet the identified needs of service users, including short sessions and potentially early morning/late evening sessions, including actively participating in a variety of activities and tasks.
- Take responsibility for the collective completion of tasks by the team.

### **General Duties**

- Adhere to all Centre 404 policies and procedures and to the requirements of funding organisations.
- Comply with Centre 404's Data Protection Policy, IT Policy and other guidance around Data Protection.
- Required to not only read our safeguarding policies and procedures but attend relevant training and keep up to date with safeguarding, which Centre 404 takes very seriously.
- Adhere to Centre 404 Equality and Diversity Policy and contribute to an accessible and welcoming work environment.
- Use a person-centred approach with the involvement of service users and family carers and according to Centre 404's mission and values.
- To remain non-judgemental and show empathy and awareness, remaining calm in adverse situations, and leading by example.
- Maintain confidentiality of information relating to service users, volunteers, staff and any sensitive issues relating to the work of the organisation.
- Contribute to your personal and professional development by attending regular support and supervision sessions and training as identified by you, your line manager and the service manager in relation to your role and responsibilities.
- To become a Champion of best practice for people with learning disabilities and to actively represent an area relevant to the project service user group.
- Be flexible and available to work evenings and weekends in accordance with the needs of the post and the organisation as a whole.
- Attend staff meetings and other committees when requested.
- Aim to meet targets as set and agreed with your line manager in relation to your personal development and the progress of new projects.
- Attend the annual AGM, fundraising functions, events and staff away days as required. Time off in lieu will be given for activities outside of normal working hours.
- Undertake any other reasonable duties as commensurate with the aims of the post and as requested by management.

**Person Specification**

(E) Essential requirements (D) Desirable requirements

Physical Requirements	Able and willing to travel to a variety of locations across North London	E
	Physically fit and able to offer physical support to service users, including support with personal care and behaviours which may challenge when necessary and appropriate, as well as with a variety of day-to-day activities	E
	Available and willing to work a variety of shifts throughout the week as required by the service including occasional evenings and weekends	D
Knowledge & Understanding	Good basic education; including 5 GCSEs or equivalent professional qualification	E
	Aware of issues affecting people with learning disabilities	E
	Understanding of health and safety issues that affect service users	E
	Awareness and understanding of the concepts of safeguarding and how it applies to people with learning disabilities and their families	E
Experience	Experience of working with people with learning disabilities, or experience of working with another vulnerable client group	E
	Experience of planning support and leading on complex and challenging issues with service users	D
	Understanding of person-centred and value-based approaches when working with vulnerable client groups	E
	Experience of developing and maintaining efficient administrative systems	E
	Experience of providing advice and guidance to staff members in a supervisory role	D
	Experience working in a customer-facing environment or within customer service, either in the private or third sector	E
	Experience of developing risk assessments, support plans, health action plans and guidelines to inform and assist with safe support provision and promote development and independence	D
Skills/Abilities/Personal Attributes	Ability to liaise with agencies and external professionals	E
	Excellent communication skills with service users, families, staff and professionals	E
	Ability to form professional and constructive relationships with people with learning disabilities, significant people in their lives, colleagues and others outside the organisation	E
	Excellent written communication skills	E
	Excellent numeracy skills and IT proficiency, with the ability to use a range of computer software (i.e. Office and others)	E

	To be able to get along with colleagues and work positively as part of a team, and to work unsupervised using your own initiative	E
	Ability to maintain a supportive, confident and assertive approach when working with Personal Assistants	E
	Ability to organise own workload effectively, work pro-actively and to agree delegation of tasks with others	E
	Proven track record in showing a high level of attention to detail and with follow through tasks to completion	E
	Skilled in working in a fast-paced environment and the ability to manage priorities appropriately	E
	Enthusiastic and motivated to support adults with learning disabilities	E
Other	Understanding of and commitment to concepts of inclusion, diversity and equal opportunities	E
	Flexible and adaptable	E
	Ability to handle sensitive information appropriately	E