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| **POST:** | Social Work Administration Officer |
| **LOCATION:** | Heritage House |
| **REPORTING TO:** | Social Work Administration Team Manager |
| **ACCOUNTABLE TO:** | Director of Business |

**JOB PURPOSE**

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|  | * To provide high-quality administrative support to the Adult Social Care teams, ensuring the smooth operation of services through effective communication, organisation, and information management.
* Play a key role in supporting the delivery of care services by maintaining accurate records, taking minutes, handling confidential information with discretion, and coordinating administrative processes
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**PRINCIPAL DUTIES & REPONSIBILITES**

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| **Operational Support** |
|  | * Support the effective delivery of business data processes on behalf of professional Social Work teams, adapting and streamlining existing processes to meet evolving social work needs in conjunction with the Social Work Administration Officers.
* To carry out low level telephone reviews with services users and families, recording appropriate outcomes on systems.
* Responsible for the overseeing of monthly Extra Care Housing Panels.
* To support the Social Work teams with the creation of new Direct Payment services and undertake annual uplifts for existing Direct Payment services, recording on systems and liaising with service users/families as appropriate.
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|  | * First point of contact for financial queries relating to operational data inputting.
* Deputises for the Social Work Administration Team Manager in the approval of all commissioned services on systems.
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|  | * Provides minute taking and other administrative support to Social Work teams as and when required.
* Responsible for collecting and co-ordinating the collection of service user led feedback within the Social Work Administration Team to further develop and improve our service.
* Performs data quality checks and audits to ensure client records and service data are accurate, up-to-date, and compliant with quality assurance standards.
* Conduct welfare checks within 24 hours of hospital discharge for existing service users with no change in support, liaising with care providers, updating records, and escalating concerns as needed.
* Monitor short stay placements weekly to ensure systems and funding dates are up to date, querying with social work staff as required and arranging Individual Commissioning, Approval and Advice Panel attendance for further funding extensions as appropriate.
* Deputises for Individual Commissioning, Approval and Advice Panel Administrator in times of absence as well as supporting on a rolling rota.
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| **General** |
|  | * Deputises for the Social Work Administration Manager as required and as appropriate
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|  | * Leads on and/or supports a range of projects appropriate to area of responsibility
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|  | * Undertakes any other duties, commensurate with the post, as required and requested
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**PERSONAL RESPONSIBILITIES**

As well as the departmental rules and procedures, which you are required to observe and follow, focus has developed a number of general policies and procedures that apply to your employment.

Whilst focus recognises specific responsibilities fall upon management, it is also the duty of all employees to accept personal responsibility for the practical application of these policies, procedures and standards. You should familiarise yourself with these, and ensure that you understand and adhere to them.

Particular attention is drawn to:-

**Health and Safety**

Under the Health & Safety at Work Act 1974 it is the responsibility of individual employees at every level to take care of their own health and safety at work and that of others who may be affected by their acts at work. This includes co-operating with management in complying with health and safety obligations, particularly by reporting promptly any defects, risks or potential hazards.

**Fire Procedure**

The post holder must adhere to the focus Fire Policy, including training attendance.

**Equal Opportunities**

Focus has policies covering Equal Opportunities and Harassment. The aim is to ensure that no colleagues, potential employees, patients/clients are harassed, or receive less favourable treatment on the grounds of disability, age, sex, sexual orientation, marital status, race, colour, religion or ethnic/national origin.

**Security and Confidentiality**

The post holder must adhere to a range of policies, procedures and legislations relevant to security and confidentiality, these include:

* Data Protection Act 2018 and UK GDPR
* Copyright, Designs and Patents Act 1988
* Access to Health Records Act 1990
* Computer Misuse Act 1990
* BS7799 (Information Governance)
* Caldicott
* Document and Records Management
* Mental Health Act

Additionally, all staff are required to attend an annual briefing on Information Governance and Security.

You are required to keep all client information confidential unless disclosure is expressly authorised by your employer. Misuse of or a failure to properly safeguard confidential data will be regarded as a disciplinary offence.

**This job description reflects the current main organisational priorities for the post. In the context of rapid change taking place within the Health /Social care, these priorities will develop and change in consultation with the post holder in line with service business needs and priorities.**

**Specific objectives for the post holder will be regularly agreed and reviewed as part of an individual performance process.**

**PERSON SPECIFICATION**

| **ESSENTIAL CRITERIA** | **DESIRABLE CRITERIA** | **HOW TESTED** |
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| **EDUCATION / QUALIFICATIONS** |
| * Good standard of education, including a high standard of written and spoken English
* GCSE Grade 4 or above (C or above)
* NVQ or ILM Level 3 in Business Administration or a willingness to work towards this qualification
 | * NVQ or ILM Level 5 in Business Administration
 | **Certificates****Application**  |
| **EXPERIENCE** |
| * Worked in an administrative role with proven experience
* Demonstrable technical experience and practical application
* Experience of taking minutes in meetings
 | * Experience of working within the Health or Social Care sector
 | **Application****Assessment** |
| **SKILLS / ABILITIES** |
| * Strong communication skills, both verbally and in writing
* Organised, methodical, thorough and detail focussed
* Tact, diplomacy and the ability to maintain high levels of confidentiality
* High level skills and competency across the range of Microsoft platforms, e.g. Word, Excel
* Ability to take accurate minutes of meetings
 |  | **Application** Assessment |
| **KNOWLEDGE / UNDERSTANDING** |
| * An understanding of, and respect for, confidentiality in relation to all aspects of work
 | * Understanding of Adult Social Care
 | **Application Assessment** |
| **OTHER REQUIREMENTS** |
| * Flexible to meet the needs of service
* Able to use agile working methods to deliver effectively regardless of physical location
* Able to transport self to various locations across NEL and to attend conferences / seminars, as required
 |  | **Application** **Assessment** |