



Dhek Bhal

Job Description

- Job Title:** Generic Support Worker
- Accountable to:** Personnel/ Administration Manager
- Hours:** 37 hours per week
- Working days:** Monday – Thursday 9.00am – 5pm (½ hr lunch)
Friday 9.00am – 4.30pm (½ hr lunch)
- Salary scale:** TBA
- Annual Salary:** £TBA
- Contract Period:** 1 year (To be reviewed)
- Holidays:** 5.6 weeks per annum + Bank Holidays (pro rata)
- Pension:** Automatic enrolment - 5% contributory (employee and employer) pension scheme
- Probationary Period:** 6 months

Description of Post

The post holder will be supporting CEO, Sitting Service/Domiciliary Care Manager , Personnel/Admin Manager, and Senior Finance Accounting Officer in the smooth running of Dhek Bhal services.

Duties and Responsibilities

➤ **Finance**

- To assist Senior Finance Accounting Officer (SFAO) in raising invoices for payment and tasks associated with the Sales Ledger.
- Assist SFAO in the administration and reconciliation of the petty cash system.
- Assist SFAO with preparation and payment of supplier invoices.

➤ **Sitting Service/Dom. Care Manager (SSDC Manager)**

- To assist in forwarding information on new service users and variation reports to Finance Department weekly.
- To assist in preparing monthly Summary Sheets for Finance Department authorised by SSDC Manager.
- To assist with preparing weekly visit schedule of service (rota).

- To assist with completing assessment forms including risk assessments, support plans and other administrative tasks under the direction of the SSDC Manager and / or the Chief Executive
- To assist the manager in ensuring the paperwork of the service is up to date e.g. service user records in the office.
- To assist the SSDC Manager in allocating care workers with service users, including organising covers.
- To assist with updating the CM2000 system and recording changes to service on a daily basis and liaising when necessary with Council personnel.
- To assist SSDC manager with the bi-monthly report for Trustee meetings and annual report for the Audited Accounts.

➤ **Personnel/ Admin Manager (PA Manager)**

- To carry out typing and clerical duties under the direction of the Chief Executive Officer and/ or PA Manager.
- To assist PA Manager in updating personnel records.
- To assist with updating database of service users, employees and other member's personal information.
- To assist PA Manager with recruitment processes e.g. conducting informal interviews and induction of new staff etc.
- To provide reception cover in absence of Admin staff.
- To update annual leave and sickness records, as directed by the PA Manager.
- To attend regular supervision with the PA Manager.

➤ **General**

- To undertake training as appropriate, including mandatory training.
- To work within all Dhek Bhal's policies and procedures, especially implementing Equal Opportunities and Diversity policies at all times.
- To ensure that the General Data Protection Regulation (GDPR) is adhered to at all times.
- To engage in positive and effective communication with all service users, visitors and colleagues.
- To assist with other duties as requested which can reasonably be required that are commensurate to the post.

Person Specification

This part of the job description describes the

- Knowledge
- Experience
- Abilities and skills

an applicant must include in order to be shortlisted for interview. Applicants must demonstrate eligibility based on selection criteria.

Essential	Desirable
<ol style="list-style-type: none"> 1. Proficient in the use of all Microsoft packages. 2. Ability to keep accurate confidential records. 3. Effective oral and written communication skills to include report writing. 4. Ability to work in a calm, organised manner in a busy environment to meet set deadlines. 5. Cheerful, friendly and sensitive to the needs of others. 6. Ability to deal sensitively with older people and carers from a variety of backgrounds. 7. Proven ability to work on own initiative without close supervision and to organise own workload and to work as part of a team. 	<ol style="list-style-type: none"> 1. Knowledge and experience of the voluntary sector, either in a voluntary or paid capacity. 2. Able to drive and have access to a vehicle. 3. Use of CM2000 system (training will be provided) 4. Ability to speak and understand a South Asian language e.g.:- Urdu, Punjabi, Hindi or Bengali.