



# **DHEK BHAL**

## **JOB DESCRIPTION**

<b>Job Title:</b>	Generic Support Worker
<b>Accountable to:</b>	Personnel/ Administration Manager
<b>Hours:</b>	25 hours per week
<b>Working days:</b>	Monday (5.5 hrs), Tuesday, Thursday & Friday (6.5 hours each day)
<b>Salary scale:</b>	Grade 12-13
<b>Annual Salary:</b>	£25, 762 - £26, 224 pro rata
<b>Contract Period:</b>	1 year (to be reviewed)
<b>Holidays:</b>	5.6 weeks per annum inclusive of Bank Holidays (pro rata)
<b>Pension:</b>	Automatic enrolment – 5 % contributory (employee and employer) pension scheme.
<b>Probationary Period:</b>	6 months

### **Description of Post:**

The post holder will be supporting the CEO, Home Care Manager and Personnel/Admin Manager in the smooth running of Dhek Bhal services. The role is to include but not limited to the following:

### **Duties and Responsibilities**

#### **Home Care Manager**

- To assist in forwarding information on new service users and variation reports to Finance Department weekly.
- To prepare a weekly visit schedule of service users (rota), with support from the Home Care Manager.
- To assist with administration of assessment forms including risk assessments, support plans and other administrative tasks under the direction of the Home Care Manager and/or CEO
- To assist with admin queries from service users e.g. apply for blue badges, order parking permits etc, under the guidance of the Home Care Manager and CEO.
- To assist the Home Care Manager in allocating care workers with service users, including organising covers.
- To assist with updating the electronic rostering system and office diary, recording changes to service on a daily basis and liaising when necessary with Council personnel.

- To prepare and produce log sheets every quarter for service user's homes.

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

- To provide reception cover.
- To carry out typing and clerical duties under the direction of the CEO and/or PA Manager.
- To assist PA Manager in updating personnel records.
- To ensure all DBS and car insurance for staff are checked and updated regularly.
- To ensure training database is updated and inform CEO/PA Manager when training renewal is required for staff, within ample notice.
- To assist PA Manager with recruitment processes e.g. conduct informal interviews, induction of new staff etc.
- To check and record all invoices to pass to finance for payment.
- To update annual leave and sickness records, as directed by the PA Manager.
- To attend regular supervision with the PA Manager.

## **General**

- To assist with setting up the hall on Mondays and Tuesdays for the Daycentre.
- 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. (EDI).
- To ensure that the General Data Protection (GDPR) is adhered to at all times.
- To engage in positive and effective communication with all service users, visitors and colleagues.
- To ensure all leaflets, information and noticeboards are kept up to date.
- 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"><li>1. Proficient in the use of all Microsoft packages</li><li>2. Ability to keep accurate confidential records.</li><li>3. Effective oral and written communication skills to include report writing.</li><li>4. Ability to fluently speak and understand at least one South Asian language e.g. Urdu, Punjabi, Hindi, Bengali or Gujarati.</li><li>5. Ability to work in a calm, organised manner in a busy environment to meet set deadlines.</li><li>6. Cheerful, friendly and sensitive to the needs of others.</li><li>7. Ability to deal sensitively with older people and carers from a variety of backgrounds.</li><li>8. Proven ability to work on own initiative without close supervision and to organise own workload and to work as part of a team.</li></ol>	<ol style="list-style-type: none"><li>1. Knowledge and experience of the voluntary sector, either in a voluntary or paid capacity.</li><li>2. Ability to use electronic rostering systems (training will be provided).</li></ol>