



DHEK BHAL

JOB DESCRIPTION

Job Title:	Generic Support Worker
Accountable to:	Personnel/ Administration Manager
Hours:	25 hours per week
Working days:	Monday (5.5 hrs), Tuesday, Thursday & Friday (6.5 hours each day)
Salary scale:	Grade 12-13
Annual Salary:	£25, 762 - £26, 224 pro rata
Contract Period:	1 year (to be reviewed)
Holidays:	5.6 weeks per annum inclusive of 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 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">1. Proficient in the use of all Microsoft packages2. Ability to keep accurate confidential records.3. Effective oral and written communication skills to include report writing.4. Ability to fluently speak and understand at least one South Asian language e.g. Urdu, Punjabi, Hindi, Bengali or Gujarati.5. Ability to work in a calm, organised manner in a busy environment to meet set deadlines.6. Cheerful, friendly and sensitive to the needs of others.7. Ability to deal sensitively with older people and carers from a variety of backgrounds.8. 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. Ability to use electronic rostering systems (training will be provided).