



Job Description

Job Title:	Care Office Manager
Department/Section:	Care Services
Reports to:	Head of Care
Principal Contacts:	<p>Internal: Head of Care, Trustees, Deputy Head of Care/Residential Managers, Residential Home Managers and Assistant Managers, Area Life Skills Managers and Co-ordinators and Assistant Managers, Support Workers, Registered Manager for CSS, Deputy CSS Manager, Senior/CSS Assistants, Head of HR; HR Manager and Learning & Development Co-ordinators, Volunteer Co-ordinator, Head of Estates and Facilities, ICT Co-ordinator, Fundraising Team, Head of Finance and Finance team, Trust Receptionist, Estates Manager, Estates Admin Assistant and Estates Team, Residents & Tenants</p> <p>External: Parents & Family members of current and future residents & tenants, External suppliers (eg hotel bookings, venue bookings, train tickets, etc) Care Quality Commission, Local Authorities, Social Services/Care Managers,</p>
Job Purpose:	Manage the central operations of COT's Care Services, ensuring that support for the Care management team is efficient and that processes are effective and compliant. Oversee the Trust's bank of Peripatetic and Flexi staff.
Responsible for:	<p>People: Care Administration Assistant Peripatetic Support Workers Flexi Bank Workers</p> <p>Finance: Departmental Credit Card Purchases</p> <p>Other physical resources: Flexi Bank Register Central Service User Database</p>

Main Duties and Responsibilities:

(This list is intended to define the main duties and responsibilities that are required to be undertaken by the post holder and is not a comprehensive list of all duties that may be required from time to time)

Support for Care Management

- 1) Produce and oversee the out-of-hours on-call rota and keep a record of out-of-hours worked for finance purposes. Maintain and update the electronic on-call/emergency information folders and inform care management of any updates accordingly.
- 2) Work with the Head of Care to keep up to date on developments in the care sector and help to signpost care management colleagues to key updates and any changes to statutory guidance as required.



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- 3) Assist in the preparation of templates / resources for the Care and Life Skills Managers, including audits, checklists, risk assessments and protocol documents, ensuring Care and Life Skills Managers have implemented any new templates/protocols accordingly.
- 4) Assist the Head of Care with the production, review and updating of all care policies, ensuring that they are up to date and that signed acknowledgements are in place for all frontline staff.
- 5) Attend relevant seminars, webinars, forums or other external meetings to keep up to date with sector developments as required.

Care Office Administration

- 6) Manage and motivate Care Administration Assistant, Peripatetic Support Workers, providing direction and leadership, undertaking staff appraisals, addressing welfare issues, advising on and implementing personal development, training and coaching, maximising performance in order to ensure that they contribute effectively to the service in alignment with the Trust aims and objectives.
- 7) Direct and oversee the work of the Care Administration Assistant, ensuring accurate and timely administration of service user statutory benefits and allowances.
- 8) Devise and implement effective work schedules for all Peripatetic Support Workers, liaising with Care Managers accordingly to cover available shifts and reduce dependency on agency staff wherever possible.
- 9) Carry out appropriate recruitment and selection of Peripatetic and Flexi Bank Support Workers and make decisions about suitability and appointment of applicants in conjunction with COT policies and procedures.
- 10) Manage the administration of all Local Authority contracts, including an initial screen of content, arranging signatures, liaising with Local Authorities on queries and maintaining secure and up-to-date filing systems.
- 11) Manage the administration of Care Quality Commission registrations and applications, liaising with CQC as required.
- 12) Formulate the annual meeting schedule for Care operations (including Care Committee Meetings, Residential Managers' Meetings, Life Skills Managers' Meetings and Policy Group Meetings), produce agendas, circulate relevant papers and take minutes. Liaise with Executive Assistant to the CEO in relation to Care Committee Meetings (dates, papers, minutes and distribution to Trustees).
- 13) Organise induction schedules for new senior Care staff.
- 14) Manage the purchase order system for all Residential, CSS and Life Skills expenditure, liaising with the Finance Department as required.
- 15) Provide administration support for the Head of Care including fielding telephone and email enquiries; preparing correspondence and other documents as required; booking training/events/conferences and making travel arrangements as required.
- 16) Act as first point of contact for all new client enquiries, providing advice and guidance and holding initial meetings with individuals, parents and care managers as required. Prepare and circulate Parents' Welcome Pack and Parents' Information Packs.
- 17) Manage and update the Care database of existing service users and those awaiting future vacancies.



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- 18) Event Manage Care Open Days and Parents' Focus Group Meetings, arranging dates, booking venues, preparing invitations, organising staffing, ordering refreshments and preparing displays as required.
- 19) Oversee the administration of concessionary TV licences, security tags for residents' personal cash, annual applications to the Queen Mothers Clothing Guild and meetings of the COT Group (residents' panel).
- 20) Take minutes for any investigation or grievance meetings involving Care staff.

Flexi Staff Co-ordination

- 21) Assist Care and Life Skills Managers with the coordination of the Trust's Care Flexi Bank, helping to match suitable workers to available shifts, contacting individuals to make arrangements, negotiating best rates with agencies and working with managers to reduce dependence on Agency staff wherever possible.
- 22) Co-ordinate the production of monthly timesheets for Peripatetic and Flexi Support Workers for payroll purposes, liaising with Care and Life Skills Managers accordingly. Keeping all central electronic staff files for Peripatetic and Flexi Support Workers up to date.
- 23) Maintain and update the Flexi Bank register for Care and Life Skills Services, monitoring hours worked, work patterns, holiday accrual and training requirements. Identify and flag up any concerns with the HR Department and take any corrective action as required.* NB – Day to day task allocation, supervision and performance management of Flexi staff will remain the responsibility of the relevant service manager.
- 24) Formulate and implement a communications plan for Flexi Bank workers to ensure they remain engaged, including regular updates on COT activity and invites to staff communication meetings.
- 25) Provide regular (bi-monthly) reports for the Board on Flexi Bank usage.



Additional Information

Driving:

There is an occasional requirement for the post holder to drive in order to fulfill the requirements of the role. This may involve driving a COT car or Minibus. Driving license details will be required and reviewed on an annual basis.

Variation to Usual Working Hours:

The post holder is required to participate in an 'on-call' rota. In addition, they may occasionally be required to work outside of their usual working pattern/hours in order to attend external meetings, training, external events or service user holidays.

Display Screen Equipment Usage:

Post holders are regularly required to work with display screen equipment (VDU, computer workstations, laptops, touch screens etc.) as part of their normal working day.

Lone Working:

There is no frequent requirement for the post holder to lone work during the course of their normal working day.

Night Workers:

Post holders are not regularly required to work between the hours of 11pm and 6am for at least 3 hours as part of their rostered duties.

First Aid:

There may be a requirement for the post holder to be a qualified first aider and training will be offered and maintained as appropriate.

Physical Effort:

- Low physical effort is required throughout the day to perform this role.
- Frequent exposure to repetitive movements such as standing, sitting, walking and repetitive movements. Limited exposure to bending, reaching, lifting, carrying, moving equipment, loading/unloading, crouching, kneeling, working in restricted places and outdoors.

Mental Effort:

- Frequent periods of concentration are required when dealing with service users, interpreting information, communicating, record keeping, report writing, rostering and administration of medication.

Emotional Effort:

- Maintaining a positive attitude when dealing with stressful or emotional situations.
- Occasional exposure to treatment of service users with palliative and end of life conditions. Dealing sensitively with their end of life care and providing guidance and support for staff, family members /other carers.



Person Specification

Job Title:	Care Office Manager		
Department:	Care Services		
Reports To:	Head of Care		
Specification Headings	Essential	Desirable	How to Assess
Experience: (Duration, type & level of experience necessary)	<p>Minimum of 3 years' administration experience in a busy office environment.</p> <p>Experience of working to deadlines, working alone and as part of a team.</p> <p>Experience in handling data, numbers and reporting in detail.</p> <p>Experience of HR processes, including recruitment and selection procedures.</p>	<p>Experience of working in a health and social care environment</p> <p>Experience of learning disability care</p> <p>Experience in a responsible administration role</p>	<p>Application Form</p> <p>Interview</p> <p>References</p>
Qualifications: (Number, type, level of qualifications. Equivalent experience, if appropriate)	GCSE [C/5 or above] level equivalent standard of education.	<p>Recognised business administration qualification or similar</p> <p>Recognised qualification in shorthand/speedwriting and typing including audio.</p>	<p>Application Form</p> <p>Proof of award</p>
Skills, Knowledge & Aptitude:	<p>Able to work on own initiative.</p> <p>Evidence of good numeracy skills and ability to handle data.</p> <p>Evidence of good organisational and administrative skills.</p> <p>Evidence of good written and verbal communication skills.</p> <p>Able to demonstrate strong skills in Excel, Word, Outlook.</p> <p>Evidence of good working relationships with internal and external stakeholders</p>		<p>Application Form</p> <p>Interview</p> <p>Relevant Certificates</p>
Personal Qualities and Behaviours:	<p>Discrete and trustworthy when dealing with highly sensitive or confidential information</p> <p>Ability to work under pressure and to tight timescales</p> <p>High levels of tact and diplomacy</p> <p>Flexibility to deal with a varied workload and a range of potentially conflicting priorities (i.e. several line managers)</p>		<p>Interview</p> <p>References</p>
Other Requirements: (factors which are ideally required for an individual to carry out the full duties of the job)	<p>Willingness to be flexible in hours.</p> <p>Initial and ongoing clear criminal records check (obtained by the Trust initially upon offer).</p> <p>Able to demonstrate compassion and empathy for the people we support.</p>		<p>Interview</p> <p>Appropriate documentation</p>