

Home Together Administrator JOB DESCRIPTION

Job Title: Home Together Administrator
Hours: 35 hours per week (Mon-Fri)
Contract: Permanent (With a six month probationary period)
Location: Wandsworth - this is not a remote role
Salary: £26,000 per annum
Reports to: Age Well Together Coordinator

Context:

We are looking for an administrator to join our Age Well Together Service to support the Home Together Coordinator to facilitate our Home Together Project.

Age UK Wandsworth has been supporting older residents across Wandsworth for over 60 years. We are an independent, well-established and trusted charity that serves approximately 15,000 residents a year in Wandsworth. Our goal is to help residents age well in Wandsworth and to build confidence and resilience in order to stay living healthily and independently for as long as possible.

The Age Well Together service offers a range of assistance to support clients at home and in their local community to prevent decline; maintain independence; reduce social isolation; and promote health and wellbeing with care, friendship and understanding.

The Home Together Service will provide both reactive assistance for up to six weeks from a clients return from hospital and remote ongoing support thereafter.

Purpose of the role:

To assist the Home Together Service Coordinator to deliver an outstanding range of practical and emotional support to people who are having difficulties, this may be because they have recently been discharged from hospital and/or recovering from illness or injury, and/or are socially isolated and need support to stay healthy, connected, and independent.

This busy and varied role will involve working with the service volunteers, the staff team, voluntary partners, and health and social care providers, with the client at the centre of everything we do.

SPECIFIC RESPONSIBILITIES

1. Support clients with their return home from hospital.
2. Communicate with Health and Social Care staff and carers to ensure we have the correct information, and we are ready to support clients who are being discharged from hospital or have other health or social needs.
3. Work with the clients and their carers on the agreed tasks and goals within their support plan.
4. Support clients of the service with online shopping orders, phone calls and shopping administration.
5. Support clients with organising their medical appointments and liaising with people involved with their care (e.g. carers, social workers and GPs).
6. Provide practical support for clients (e.g. picking up prescriptions, emergency groceries and supporting with some light domestic tasks).

7. Help clients build confidence or engaging with the community (e.g. going for walks with clients or helping them access clubs or social activities).
8. Liaise with Home Together service volunteers to arrange and record their attendance and support offered to clients of the service.
9. Signpost and make referrals to services for clients and their carers.
10. Undertake administrative duties, maintain accurate and timely records and share information appropriately.

Other Duties:

1. Comply with all of Age UK Wandsworth's policies and procedures in standards of good practice; including equal opportunities, confidentiality, data protection and health and safety.
2. Attend training courses as appropriate and as requested by the CEO and Director of Operations and Quality.
3. Manage own administration in connection with the post, including word processing and data handling and correspondence. Where necessary, delegate administration tasks to volunteers, giving them the necessary support.
4. Carry out any other duties as may be required by the Home Together Coordinator or Age Well Service Coordinator that are consistent with the duties and responsibilities of the post.

Please note:

- This role is subject to an enhanced DBS check.
- Travel to meetings within the borough and around London will be necessary.
- The job description will be reviewed regularly and may be subject to change to meet the needs of the charity.

PERSON SPECIFICATION

Desirable Experience:

1. Experience of working within the voluntary and community sector.
2. Experience of using online CRM/CMS databases.
3. Administrative experience.
4. Experience of working with older and/or vulnerable people.
5. Experience of home visiting.
6. Experience of compiling risk assessments.
7. Experience of working with and managing volunteers.
8. Basic maintenance knowledge or handyperson experience.

Knowledge:

1. Good to excellent knowledge of Microsoft Office applications and databases.
2. Ability to travel independently on public transport to different locations around the borough, as necessary.
3. A commitment to the mission of Age UK Wandsworth, including an understanding of, and commitment to, the application of anti-discriminatory practice, equal opportunity principles and confidentiality.

Skills:

1. Excellent written and oral communication skills and ability to communicate simply and effectively with people from a wide range of backgrounds and to respond to their needs (especially when they are distressed) with sensitivity.
2. Ability to organise and manage own workload to meet deadlines and priorities and to work accurately and calmly under pressure.
3. Ability to work flexibly, independently, and as part of a team in a very busy environment.
4. Enthusiastic and positive disposition.
5. Ability to write clear, concise, and comprehensive case notes and letters and reports.
6. An understanding of, and commitment to, the needs and dignity of older people and the contribution they make to society.