

Home Support Administrator (Job Description)

Age UK Herefordshire & Worcestershire are an independent, local charity and brand partner of Age UK, working in the two counties and striving to make Herefordshire and Worcestershire a great place to grow older.

Are you **passionate** about **helping to improve the quality of life for older people** and would like to help us to **promote choice, opportunity and independence** in your new role?

Main Purpose of the Job:

The Home Support Services works through a team of staff and volunteers to develop and deliver Age UK Herefordshire & Worcestershire's Home Support services including Help at Home, Independence at Home, Rapid Hospital Discharge, respite breaks for carers' and Winter Pressures.

The purpose of the Home Support Service is to provide person-centred, practical active support to older people to improve their health and wellbeing to enable them to live independently for as long as possible within their community, support the preventative agenda in health/social care and to reduce demand in primary care and other statutory services.

The HSS Administrator provides administrative support to the Home Support Service including invoicing, CRM database management (Charitylog), maintain up-to-date HSS Support Workers details and availability, acting as initial point of contact for existing customer queries to ensure a professional, efficient and customer focused service. Manage accurate data inputting and support provision of relevant data analysis and information for service reports.

Responsibilities and Duties:

1. Undertake a full range of administrative duties relating to the Home Support service as agreed with Home Support Service Manager.
2. Manage and maintain up-to date, accurate records on Charitylog including Support Worker and service volunteers' details, status, availability.
3. Implement, drive, monitor and action Text Magic system for up-to-date Support Worker messaging.
4. Manage administration of new starter/leave process for Support Workers including undertaking enhanced DBS checks, setting-up organisational email accounts and related paperwork.

5. Ensure effective and timely data inputting to facilitate correct client invoicing and Support Worker pay.
6. Process client paperwork ensuring database is accurate with records updated in a timely manner.
7. Deal with queries and service change requests from existing clients liaising with Team Leaders and Support Workers as appropriate.
8. Manage client invoice process, including setting-up preferred payment method, in line with AUKHW financial procedures.
9. Maintain effective communications both internally and externally – including telephone, email and face-to-face contact
10. Develop and maintain excellent relationships with staff and volunteers within the organisation
11. Work collaboratively with Home Support team to ensure the maintenance of a professional customer-service/person centred approach within service level agreements.
12. Explain and answer queries relating to the service to prospective clients, their families, friends and professionals
13. Attend events, seminars and training sessions as required to support the service and the organisation
14. Any other duties as appropriate as requested by the organisation

Other Information:

- Age UK Herefordshire & Worcestershire is a Brand partner of Age UK nationally.
- Age UK Herefordshire & Worcestershire is a member of, and works within, the philosophy and principles of the Age England Association.
- Age UK Herefordshire & Worcestershire is committed to equal opportunities, principles and practice.
- All staff, in their roles and working collaboratively, will be expected to pursue the aims and objectives of Age UK Herefordshire & Worcestershire set out in the overall strategic plan of the Organisation.
- All staff must work within the policies and guidelines adopted by the Organisation
- All staff will participate in the supervision and appraisal systems adopted by the Organisation.

How to apply: Visit our [website](#) to download an application from and send to jobs@ageukhw.org.uk Alternatively you can phone 0800 008 6077 or email jobs@ageukhw.org.uk for more information

Closing date: 4th December 2020 Midday.

Interview date: TBC