

Age UK Sunderland

Job Description

Post:	Administration Assistant: Living Well Link (LWL) Service
Responsible to:	CIT Living Well Link Manager
Location:	Bradbury Centre
Job Purpose:	To provide administration support to the LWL service
Hours:	22 Hours per week
Contract:	12 months fixed term

The Age UK Sunderland (AUKS) LWL service is part of the Sunderland Community Integrated Locality Teams providing care and support in and through the local communities. The team work to support those frail and often elderly people who:

- Are usually over 65 years old
- Have two or more complex health conditions
- Face social challenges as a result of their health, such as not knowing their benefit entitlements or struggling to get out of their house.

The LWL Service will support individuals to self-manage their needs working across localities acting as a conduit between the older person and their community support services.

The Administration Assistant will undertake administrative duties related to the LWL project.

Key Skills:

- Provide general administration support to the LWL Team
- Be proficient in using Microsoft office packages and other identified IT systems.
- Record relevant patient documentation on identified IT systems as required
- Maintain Excel, CharityLog and other databases to input patients' engagement
- Contact clients in order to analyse patient outcomes via the Outcome Star to establish the impact the LWL service has had on the patient for reporting and evaluation purposes
- Support the extraction of caseload information from the patient database as required, to support the analysis of information for audit and performance management purposes, including running reports and converting data into charts and tables for sharing with the team

General

- The post holder must at all times carry out duties and responsibilities with due regard to the organisations' equal opportunity policies and procedures.
- The post holder must at all times respect patient confidentiality and, in particular, the confidentiality of electronically stored personal data in line with the requirements of General Data Protection Regulation (GDPR).
- The post holder will be expected to take responsibility for self-development on a continuous basis, undertaking on-the-job training as required.
- The post holder must be aware of individual responsibilities under the Health and Safety at Work Act, and identify and report as necessary any untoward accident incident or potentially hazardous environment.
- The post holder will ensure they accurately represent Age UK Sunderland and ensure the values of Age UK Sunderland are upheld at all times in carrying out their work
- The post holder must work in general accordance with the organisation's policies and guidelines at all times.

This job description is intended as a guide to the main responsibilities of the post and not as an exhaustive list of duties and tasks. The post holder may be required to undertake other duties appropriate to his/her grade, which are not listed above, at the direction of his/her manager. The job description may be amended from time to time after consultation with the post holder.

This post is subject to a Disclosure & Barring Service (DBS).

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Person Specification

Post: Administration Assistant: Living Well Link Service
Responsible to: CIT Living Well Link Manager

Essential Criteria:

- Good standard of education
- Experience of administration
- Experience in the use of databases
- Good IT skills with the ability to use MS Office in particular Word
- Good communication skills
- Understanding of and empathy with the needs and aspirations of older people
- Ability to manage a busy workload and prioritise effectively
- Knowledge of current issues around older people
- Ability to work on own initiative
- Good telephone manner
- Ability to work as part of a team
- A flexible approach to work
- Knowledge of Data Protection Act
- Willingness to undergo further training or development
- To abide by and implement all policies and procedures of Age UK Sunderland, including being aware of and responsible corporately and as an individual for Health and Safety policy.

Desirable:

- Experience of working in the voluntary sector
- Experience of working within a team environment