

Home Together Administrator

JOB DESCRIPTION

Job Title: Home Together Administrator
Salary: £26,936 per annum
Hours: 35 hours per week (Mon-Fri)
Contract: Permanent (With a six-month probationary period)
Location: Wandsworth (This is not a remote role)
Reports to: Home Together Coordinator

Context

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 to stay living healthily and independently for as long as possible.

We are looking for an administrator to support the Home Together Coordinator to facilitate our Home Together Service. The Home Together Service provides reactive assistance for up to six weeks from a client's return from hospital and remote ongoing support thereafter. The Home Together Administrator assists the Home Together Coordinator to deliver a wide range of practical and emotional support to older people who are having difficulties; for example, older people who have recently been discharged from hospital and/or are 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 volunteers, the staff team, voluntary partners, and health and social care providers, with the client at the centre of everything we do.

The Home Together Service sits within our Age Well Together Service, which 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. This includes our befriending services, an online shopping service and a Handyperson service.

Responsibilities

1. Support clients with their return home from hospital and to live independently where possible in their own home for as long as they wish and are able.
2. Communicate with Health and Social Care staff and carers to ensure accurate information is received and appropriate support is in place, including managing the triage and recording of completed professional referrals to the service.
3. Work with clients and their carers on agreed tasks and goals within their support plan.
4. Signpost and make referrals to services for clients and their carers.
5. Maintain accurate and timely records and share information appropriately.
6. Provide cover and administrative support for the other Age Well Together services.
7. Attend training courses as appropriate and as requested by senior leadership.
8. Manage own administration, including word processing, data handling and correspondence, and delegate tasks to volunteers where appropriate.
9. Ensure a person-centred approach is embedded in all interactions and support planning.
10. Monitor client wellbeing and escalate concerns to relevant professionals when required.

11. Contribute to service development by providing feedback, identifying gaps, and suggesting improvements.
12. Comply with all Age UK Wandsworth policies and procedures, including equal opportunities, confidentiality, data protection and health and safety.

Duties

1. Support clients with online shopping orders, phone calls and shopping administration.
2. Arrange and attend home visits to assess clients and agree a Client Support Plan before helping the client achieve their goals and outcomes.
3. Help clients build confidence and engage with the community, including walks, clubs and social activities.
4. Undertake administrative duties as required.
5. Contribute to risk assessments by reporting environmental or personal risks observed during client interactions.
6. Provide practical support, such as picking up prescriptions, emergency groceries and light domestic tasks. Support clients with organising medical appointments and liaising with carers, social workers, GPs and other professionals.
7. Assist in recruiting and inducting a cohort of volunteers to complement the service. Support volunteers by providing clear instructions, guidance and feedback. Liaise with Home Together service volunteers to arrange and record their attendance and support.
8. Carry out any other duties required by the Home Together Coordinator and Age Well Together Service Coordinator.

Please note:

- Travel within the borough and around London will be necessary.
- The list above is not exhaustive and the job description will likely be subject to change in line with the Charity's objectives and strategy and/or changes initiated by the funders and contract KPIs.
- This role is subject to an enhanced DBS check.

PERSON SPECIFICATION

Knowledge, Experience, Skills and Abilities

Essential

1. Understanding of anti-discriminatory practice and equal opportunity principles.
2. Good to excellent knowledge of Microsoft Office applications and databases.
3. Excellent written and oral communication skills, with the ability to communicate simply and sensitively with people from a wide range of backgrounds, including those who may be distressed.
4. Administrative experience including the ability to write clear, concise and comprehensive case notes, letters and reports.
5. Strong organisational and time-management skills, with the ability to prioritise, meet deadlines and remain calm under pressure.
6. Awareness of safeguarding principles and confidentiality including the ability to maintain accurate records and handle confidential information appropriately.
7. Ability to work flexibly, independently and as part of a team in a busy environment.
8. Ability to travel independently on public transport to different locations around the borough.
9. A friendly, open personality with the capacity to be flexible, manage change, and proactively use initiative when faced with challenges encountered in a very busy environment.
10. Must be self-reflective and able to receive feedback calmly and objectively and then adjust work as necessary.
11. Understanding of the needs and dignity of older people and the contribution they make to society.
12. Commitment to person-centred practice and promoting dignity, independence and wellbeing.
13. A commitment to the mission and values of Age UK Wandsworth.

Desirable

1. Experience of working with older and/or vulnerable people.
2. Experience of home visiting.
3. Understanding of local community services, voluntary sector support and referral pathways.
4. Knowledge of person-centred support planning.
5. Ability to motivate and encourage clients to build confidence and independence.
6. Basic problem-solving skills in community-based support settings.
7. Basic maintenance knowledge or handyperson experience.
8. Experience supporting hospital discharge processes.
9. Experience supporting clients with digital tasks such as online shopping or appointment systems.
10. Experience of compiling risk assessments.
11. Experience of working within the voluntary and community sector.
12. Experience of working with and managing volunteers.
13. Experience of using online databases.