



Job Description

Job Title:	Administrator – Cullum Welch Court
Hours Per Week:	37.5
Location/Department:	Health and Wellbeing
Reports To:	Head of Care Services
Direct Reports:	None
Budgetary Control:	None
DBS Disclosure:	Enhanced
Date Prepared:	November 2021

Job Summary/Purpose:

1. Provide **proficient** administrative support to the Head of Care Services particularly in relation to monitoring adherence to Covid 19 testing for staff, meeting prospective new residents/relatives and guiding them through the organisational and financial aspects of moving into Cullum Welch Court.
2. In **collaboration** with the Finance Team embed financial systems and processes within Cullum Welch Court, to include the administration of the fee and funding system for residents and the management of the residents' personal monies system, petty cash account and amenity funds
3. **Implement** effective communication tools that ensure **timely** and **accurate** communication between Cullum Welch Court, residents, families, other staff, and volunteers.
4. In **collaboration** with the Care Leaders and Catering Team assist with the planning and management of events at the home, e.g., resident's birthdays, presentations.
5. Develop **standard approaches** and **best practice** for activities and identify **continuous** processes for **improvement** within your area of responsibility, to ensure all work is to the highest standard and in accordance with Morden College policy and procedure.
6. Encourage and engage in harmonious and **respectful** working with **other departments** and **internal stakeholders**, enabling a **holistic** and **efficient** service is provided to beneficiaries.
7. Comply with safeguarding and other internal procedures for reporting incidents, ensuring compliance with data protection regulations at all times.

8. **Support people living in independence** at Morden College to live the “good life” in by promoting dignity, independence, and choice.
9. Create and maintain **accurate electronic care records** including care and or management plans and assessment documents.
10. Have a ‘**can do**’ approach which focuses on what matters to individual beneficiaries, think and act creatively to make things happen for them.

Values and Behaviours:

The following are the values that Morden College wishes staff to adhere to in their daily working life. To be:

- **Respectful**
Understand the value of life histories, using them to enhance individual wellbeing and create opportunities for meaningful connections; adapt to differences and focus on individuals not tasks and routines; contribute positively to a culture of mutual respect both in the workplace, and between residents and staff.
- **Compassionate**
Show kindness, dignity, respect, warmth, empathy, and compassion in all interactions; treat every individual as a person, be inclusive and provide support that is tailored to meet need; do not judge.
- **Accountable**
Be self-aware and open; be supportive, take personal responsibility and be answerable for your actions; lead your team; show integrity.
- **Progressive**
To make a real difference to peoples’ lives think outside the box; be open to learn and reflect on yourself, your skills, and actions; be adaptable, positive, and inspiring; embrace new ideas and technologies.

Key Duties & Responsibilities:

1. Provide a **proficient** administrative service to the Head of Care Services, including arranging and diarising appointments, typing correspondence and reports, organising meetings, and taking minutes of those meetings and drafting responses to letters and emails, ensuring **accuracy** and **attention** to detail at all times.
2. Maintain a **welcoming** and inviting front of house for all visitors ensuring that the reception area is tidy and clean, that all information boards and leaflets are **current**, in order to provide **accurate information** and advice.

3. In **collaboration** with the Deputy Manager and Care Leaders ensure the **correct administration** of the Covid 19 testing systems and processes for all staff in Cullum Welch Court highlighting any anomalies immediately to the Head of Care Services.
4. Be the **first point of contact** for applications from **prospective residents** and correspondence from external agencies, ensure applications and or correspondence is processed **efficiently** and **effectively** with the outcomes documented for future reference.
5. **Create**, retrieve, and file all documentation, (electronic or paper based) relating to residents ensuring that correspondence, reports, and all relevant documents are filed/uploaded **correctly** and **promptly**.
6. Be **responsible** for data entry, text processing and/or storage of data compiled by others, utilising paper, or computer-based **care management systems** to record, maintain, and monitor resident information, ensuring data is **accurate**, current, and **complete**
7. In **collaboration** with the Finance Team administer the necessary financial systems and processes to ensure that residents fees levels are correctly documented, their contracts are in place and Local Authority contributions are monitored.
8. **Operate** the Residents Personal Monies system, petty cash account and amenity funds, including managing the receipt of monies and maintaining accurate records and reconciliations at all times.
9. **Liaise** and build **relationships** with relatives, residents, professional service providers and other visitors.
10. Implement appropriate **communication tools** across Cullum Welch Court to ensure **timely** and **accurate** communication between the care home team, residents, families, volunteers, and staff, monitor impact and seek feedback to ensure continuous improvement.
11. **Produce** and distribute death and funeral notices and keep the Book of Remembrance, Obituary Register and all other relevant registers including all information within, up to date and accurate.
12. Be familiar with Morden College Policies and Procedures, to **ensure compliance and understanding** and **safe practice**, whilst providing a **compassionate, warm, and caring service**.
13. Attend all learning and development opportunities as required and in particular keep personal mandatory and legislative training up to date, always being **open minded** and **progressive** in your thinking.
14. Participate in the **training of others, including volunteers** and measure learning through supervision in order to support their further development.

General Duties and Responsibilities:

1. To maintain confidentiality at all times and to comply with the College policy thus ensuring security in the management and use of information.
2. To contribute to close working relationships with all personnel and to help to build an open, honest and happy culture that facilitates learning, creativity and excellence of delivery.
3. To be empathetic and courteous to residents and their relatives, treating them with care and consideration at all times and referring any issues or incidents directly to management/nursing staff as appropriate.
4. To undertake any other duties at the request of the line manager which are commensurate with the role, including project work, absence cover and taking part in College events.
5. To operate in accordance with the College's policies and procedures as detailed in the Staff Handbook and elsewhere, and ensure compliance with Safeguarding Adults policies and Care Quality Commission legislation.
6. To work in accordance with the Health and Safety at Work Act 1974 and related College regulations; understanding the health and safety policy and ensuring that care is taken to protect the health, safety and welfare of residents, staff and visitors in Morden College. This will include reporting of faulty equipment to the relevant manager.
7. To undertake training as necessary in line with development of the post.
8. To participate fully in the performance management process and undertake Continuing Professional Development as required.
9. To achieve and demonstrate agreed standards of personal and professional development within agreed timescales.
10. To ensure compliance with the General Data Protection Regulations 2016 and Data Protection Act 2018.

This job description is not meant to be exhaustive and will be reviewed and amended as necessary to meet the changing needs of the organisation. It will also be used as the basis for determination of objectives and the contents will be used as part of the appraisal process. This job description has been agreed between the post holder and Morden College.