

## Welcome from the Chief Executive

Dear Applicant,

Thank you for your interest in the role of Senior Administer at Carers Support

This is an exciting new role and a fantastic opportunity for the right candidate to join Carers' Support (Bexley) and make a real difference to the organisation and to our clients.

We are a charity set up by and for Carers in and around Bexley. Our aim is to make a difference every day and have a positive impact on both the lives of our Carers and the communities in which we work. We are committed to working in partnership with others to ensure that Carers are supported locally. People are very much our business and our small but passionate team are undoubtedly our greatest resource. We like to work hard but have fun whilst we do it, so it's a great place to work.

The job description and person specification for the role is attached, together with our Covid 19 Policy for your reference.

To apply, please send your CV with an additional supporting statement on no more than 3 sides of A4, explaining how you meet the person specification to: [vikkiwilkinson@carerssupport.org](mailto:vikkiwilkinson@carerssupport.org). CVs without a supporting statement which addresses the person specification cannot be considered. The application deadline is the 20<sup>th</sup> May 17.00.

We will be meeting to shortlist for this post by the 3<sup>rd</sup> June and we will be interviewing on 14<sup>th</sup> June 2022.

If you have any questions about the role, please contact me on [vikkiwilkinson@carerssupport.org](mailto:vikkiwilkinson@carerssupport.org) or 020 8302 8011.

Vikki Wilkinson  
*Chief Executive*

## JOB DESCRIPTION

<b>Post Title:</b>	Senior administrator
<b>Hours:</b>	36 hours per week
<b>Salary:</b>	£25,078
<b>Holidays:</b>	5 weeks per year, plus 8 bank holidays
<b>Accountable to:</b>	Chief Executive Officer
<b>Probationary period:</b>	6 months

### About Carers Support

Carers Support (Bexley) is a well-established local charity offering a variety of support for unpaid carers. We are a charity set up by and for Carers in and around Bexley. Our aim is to make a difference every day and have a positive impact on both the lives of our Carers and the communities in which we work. We are a small core team of 8 staff with many more volunteers and support workers who enable the charity to run. We are committed to working in partnership with others to ensure that Carers are supported locally. People are very much our business and our small but passionate team are undoubtedly our greatest resource. We like to work hard but have fun whilst we do it, so it's a great place to work.

### About you

We are seeking a candidate who knows the benefits and importance of strong administration to an organisation. A person who understands that a well-run office with excellent policies, procedures and processes benefits the people we are set up to support. Often being the first point of contact for carers and residents who call the office, you will need excellent communication skills. You will need to be caring, patient, confident with IT and organised.

If you have administrative experience, can manage different priorities, a varied role, a busy office and want to be part of a team which supports local people we want to hear from you!

### About the role

This is a key role at Carers Support overseeing our day to day administrative processes which will include resolving administrative and IT problems, answering the phone to carers and residents and enabling the smooth running of the office.

**This is a varied role, looking after elements of finance, policies, facilities management, communications and the organisation as needed.** It's also a key role in being a first point of telephone contact for carers and residents who are seeking support.

The team are responsible for their own administration, however the essential support that this role provides enables the team to focus on supporting local unpaid carers. The role is primarily office based with some flexibility. The role may require a DSB check.

## **Communication**

- Filter telephone calls before passing them to the appropriate person. Take and relay accurate and timely messages and answer questions where possible.
- Provide a welcoming and responsive experience to all callers
- Being the key point of contact for all suppliers and contractors
- To manage the Carers Support Twitter, Facebook and Instagram accounts keeping them current and relevant by scheduling content created by the team.
- Producing Carers Voice, our bulletin for carers and supporting our mailing to carers
- Keeping our Carers Information Directory up to date and accurate - proactively seeking to reduce gaps in service information
- Producing publicity text for local publications, Bexley magazine for example.
- Support the updating/maintaining and development of the website
- Maintain our contact database

## **Staff**

- Organise the staff training programme in collaboration with team leaders
- Prepare and maintain staff induction material
- To support staff with IT queries – complex queries are outsourced to an IT support company
- Support the scheduling of volunteer counsellors

## **Premise management**

- The point of contact and liaison with building contractors
- Reporting to and liaising with The London Borough of Bexley regarding repairs needed to the premises
- Oversee Health and Safety practices, with the Chief Executive
- Ensuring that Fire Alarm tests and checks are completed
- Any other issues relating to the office premises – e.g. liaising with contractors, liaising with our IT or printer provider

## **Policies and procedures**

- Maintain policies and procedures
- Keep up to date with new legislation, e.g. health and safety, employment law
- Keep policies and procedures under review and up to date
- Data protection Lead, with support of the Chief Executive
- Keep accurate records in line with confidentiality and data protection requirements.
- Maintain records that enable the service to be monitored and evaluated.

## **Finance**

- Receive and process donations
- Write to donors to thank them

- Claim gift aid
- Processing purchase orders
- Basic bookkeeping
- Ensure that invoices are paid, and records are kept of receipts and payments
- Recording payments made by Support Worker service clients and following up unpaid invoices as required.
- Manage the petty cash
- With the Chief Executive, preparation of salaries for payroll each month

**In addition:**

- Support the CEO with producing monitoring reports
- Support the CEO with recruitment processes
- Charity commission and companies house returns
- Support the submission of our AQS assessment
- Support with events management e.g. arrangements for Jubilee/AGM

**Person Specification**

**Knowledge/Experience**

Experience in administrative roles within a team environment which encompasses finance, policy development and customer service.

**Skills and Abilities**

**Communication**

Excellent communication skills which enable people to feel comfortable, confident, and listened to. Experience of using social media and the ability to produce electronic and paper-based bulletins. Experience of updating and maintaining a basic website.

Ability to demonstrate empathy with people and their life experience, whilst recognising the expertise in the team that people need to be directed to.

An understanding of how to handle an individual's personal and sensitive information in a confidential way so that the principles of good data protection are upheld.

**Time management and organisation**

Excellent time management and organisational skills to be able to deal with a variety of tasks and a range of priorities within specified timescales and with attention to detail.

**Planning**

Experience of being able to plan and schedule in advance, with awareness of dependencies, conflicts or issues that may arise.

### **Information Technology skills**

Strong IT skills and be competent in the use of most Microsoft Office applications including Outlook, Word and Excel. Ability to learn how to use a management information system effectively and support the team in basic IT queries.

### **Problem solving skills**

Excellent communication, and interpersonal skills and the ability to communicate effectively with a wide range of different people, eg people with care needs, their families, contractors and partners such as the voluntary sector.

Experience of, or ability to handle complex situations through critical thinking and pragmatic, empathetic problem solving.

### **Personal Characteristics**

- Have a passion for supporting people in the community
- Caring and considerate
- Calm under pressure
- Organised
- Committed to inclusion of people with care and support needs in all aspects of community life

As per Carers Support (Bexley) policy we request that staff are up to date with their Covid-19 vaccinations and boosters.

This role is primarily based in our office at Crayford Manor House, DA1 4HB, with some flexibility to work from home on occasion.

## **Covid 19 Vaccination and Isolation Policy**

Amended: March 2022

Due for review: March 2023

### **Introduction**

Carers' Support will comply with the law and with all Government Guidance with regard to Covid 19. However, in some circumstances it might be necessary for us to go above and beyond that recommended by the Government in order to protect clients, staff and volunteers who are clinically vulnerable.

Failure to follow the guidance set out in this policy may result in disciplinary action and could lead to termination of employment in the case of paid staff, or in the case of volunteers, the termination of their position/placement with the organisation.

### **1. Vaccination**

- 1.1 All new staff and volunteers will be asked about their vaccination status when they join the organisation. Although we are unable to insist that staff and volunteers are fully vaccinated, we will encourage both new and existing staff and volunteers to take advantage of the opportunity to be vaccinated and to have all recommended boosters as soon as they become available.
- 1.2 Any respite volunteers coming from overseas will be regarded as unvaccinated if they have not had a vaccination that is recognised in the UK.

### **2. Working in Clients' own homes, or one to one with clients at another venue**

- 2.1 Volunteers and Support Workers will wear a face mask at all times when working with clients in their own homes, or inside at another venue. Face masks may be removed when out of doors. In some cases, a face visor may be worn instead of a face mask, eg where communication with the cared for person is difficult.
- 2.2 Where possible, anyone working with vulnerable clients should maintain 2 metres social distancing whilst they are with the client.
- 2.3 Volunteers and Support Workers should ensure that there is good ventilation at all times when working inside.
- 2.4 Volunteers and Support Workers will be provided with hand sanitiser and must use it frequently while working, as well as washing their hands regularly.
- 2.5 If a staff member or volunteer arrives at a client's home and is told that a member of the household has tested positive, or someone in the household appears to have symptoms of Covid 19, they should leave the home immediately. Respite volunteers and Support Workers should let their supervisor know as soon as possible that the visit has not taken place.

### 3. Travelling in cars

- 3.1 Volunteers or Support Workers may take clients out in their own cars if that is the safest way for the client to travel. However, both the client and support worker/volunteer must wear face masks and the car windows should be opened to ensure ventilation. Where possible, the client should sit in the back of the car, on the opposite side from the Support Worker/Volunteer. Upholstery should be disinfected using a spray disinfectant before and after the client has travelled in the car.
- 3.2 Volunteers or Support Workers may travel in a client's car (as long as we have given our permission for this) but must sit in the back, wear a face mask and ensure good ventilation as outlined in 3.1 above.

### 4. Testing and Isolation

- 4.1 Respite volunteers arriving from overseas must follow the latest government guidance regarding testing and isolation. We may not be able to accommodate volunteers while they are isolating (if they are required to do so by law). In that case, we will ask Volunteering Matters or ICYE to arrange suitable accommodation for them.
- 4.2 Staff working directly with clients must take a lateral flow test once a week and respite volunteers twice a week. If there is a problem with getting free test kits, Carers Support will provide these.
- 4.3 If the test is positive, staff or volunteers must not visit clients or come into the office. You may only return to the office or visiting clients when you have a negative lateral flow test result. If they continue to test positive after 5 days, they should wait until they test negative, or wait 10 days before returning to the office or visiting clients, whichever is the sooner.
- 4.4 Any member of staff or volunteer who has symptoms of Covid 19 should take a lateral flow test and will not be allowed to visit clients or come into the office until a negative result is received.
- 4.5 Respite volunteers living in shared accommodation should follow the testing and isolation guidance outlined in 4.2 and 4.3 above. If a respite volunteer tests positive, we strongly encourage isolating in their own room and not having contact with anyone else living in the accommodation for at least 5 days and only then if they have tested negative on a lateral flow test. If they continue to test positive after 5 days, they should wait until they test negative, or wait 10 days before returning to work, or mixing with other volunteers they live with, whichever is the sooner. When using shared facilities, these should be thoroughly cleaned and disinfected by the volunteer before and after use.
- 4.6 Volunteers and Support Workers who have had close contact with, or who are in the same household as, someone who has tested positive should take a lateral flow test and wait until they get a negative result before visiting clients. They should also take a lateral flow test daily for 5 days starting with the day that their contact/household member tested positive. Clients will be informed that the volunteer or support worker is a contact of someone, or has a family member who has tested positive so that the client can make the decision about whether or not they want the volunteer or support worker to visit.

## **5. Working in the office**

- 5.1 All staff/volunteers who work in the office must take a lateral flow test at least once a week. If the test is positive, they must not come into the office for at least 5 days and not before they have a negative test result. If they continue to test positive after 5 days, they should wait until they test negative, or wait 10 days before returning to work, whichever is the sooner.
- 5.2 Any member of staff or volunteer who has symptoms of Covid 19 should take a lateral flow test and not come into the office until they have received a negative result.
- 5.3 If a member of staff/volunteer lives with someone who has symptoms of Covid 19, they should not come into the office until their family member has received a negative lateral flow test. They should also take a lateral flow test themselves before coming into the office.
- 5.4 Any member of staff or volunteer who has had close contact with, or is in the same household as, someone who has tested positive should take a lateral flow test themselves and not come into the office for at least 10 days after their contact's positive test. They should take a lateral flow test again at the end of the 10 days and only return to working in the office once a negative result has been received.

## **6. Respite volunteers and Overseas Travel**

- 6.1 Respite volunteers who travel abroad should take a lateral flow test as soon as they return to the UK and before visiting clients.

## **7. Risk Assessments**

Covid 19 risk assessments will be undertaken regularly for all activities undertaken by staff and volunteers. These risk assessments will be shared with all staff and volunteers so that they can follow the guidance in them to minimise risk to themselves and others.

This policy will be reviewed regularly and may need to be amended if new Government guidance comes into force.