

# HAYFIELD SUPPORT SERVICES WITH DEAF PEOPLE

## **JOB DESCRIPTION**

### **(Administrative Assistant / Residential Services)**

#### **Responsible to Director and Residential Service Manager**

#### **Main Duties and Responsibilities**

Administration support as directed by Residential Service Manager in the first instance to manage the requirements of the Residential Services.

Manage telephone duties (internal and external). [Become familiar with Video Remote Interpreting (VRI), as used by hard of hearing, deaf and deafened people to use when necessary.]

Manage and distribute incoming and outgoing documents/mail.

Be conversant in basic Sign Language (following completion of BSL Level 1 Training).

Be conversant and comply with current Health & Safety at Work Legislation and maintain a safe working environment.

To liaise with and assist Director, Managers, Team Leader, Support Workers and other members of staff, as may be required, on a daily basis.

Type Medical Reports, ASP's, Incident and Information Reports, Reviews, Minutes, letters, forms, memos, templates and other general typing etc, and distribute as required.

Assist with graphic and visual development of documents, to ensure accessibility to service users, including graphic minutes, charts, agreements, satisfaction surveys etc.

Update, develop and record information on database and other systems regarding service users.

Processing Sage database information for new staff members, leavers etc.

Maintaining all recruitment and personnel records, both manual and computer based, such as personal information, annual leave, TOIL, sickness, training records etc.

Preparation, completion and distribution of 3 week rota for shift cover.

Maintaining staff records of PVG & SSSC registration.

Assisting manager to process and check staff claim forms regarding overnight, on calls, overtime, relief shifts, sickness, address changes, bank details etc. and assist with database input and compilation of information for payroll services.

Assist with induction new staff re administration procedures etc.

Assist with the introduction of any new procedures, equipment or technology.

Prepare and update service user documents required for staff to present at weekly review meetings e.g. Reports of incidents, medical appointments, Care Plans and Risk Assessments etc.

Manage general filing, photocopying and faxing.

Assist in preparing and collating information for group and individual service user holidays, Xmas letters to families etc.

Minute taking at meetings.

Maintaining audits i.e. reviews, appraisals, training, accidents, complaints etc.

Participate and co-ordinate candidates during recruitment days i.e. reception, guide, support candidates.

Order and replenish stationery supplies as required.

Participate in any mandatory training, in line with current Health & Safety at Work Legislation.

To undertake training relevant to the post as discussed and authorised by the Director.

Any other reasonable duties, as required to further enhance the aims and objectives of the organisation.