



Job Title: Care Link Assistant
Grade: Grade 4
Section: Care and Health
Reports to: Senior Care Link Visiting Officer
Responsible for: None

The Job

Is to:

- provide an efficient and effective administrative service to the Care Link Visiting Section in accordance with service standards, the Corporate Plan, Care Link Team Plan and the Customer Charter.

The Bigger Picture

You will:

- carry out all other administrative functions including filing, photocopying and collating information;
- cover other administrative staff as and when required to ensure the continuation of the service; and
- carry out any other duties as directed by the line manager that are appropriate to the grade and overall purpose of the job.

The Day to Day

You will:

- act as the first point of contact in terms of telephone calls to the Care Link service, dealing with enquiries and resolving these in a professional manner, in accordance with service standards;
- maintain necessary diaries and schedules and email facilities;
- maintain Alarm equipment supplies, keeping records of ordering commitments and assist the Care Link Manager and Visiting Officers to monitor the alarm equipment budgets;
- check invoices and process for payment;
- deal with administration of incoming post, including opening and logging of incoming post and processing of outgoing correspondence;
- maintain computer databases in respect of post monitoring systems and provide necessary reports as required;
- maintain computerised records keeping them up to date and input and extract material in relation to the work associated with Care Link;

- maintain links, partnerships and effective working relationships with WDH employees and external agencies;
- be an effective team member and contribute to the smooth running of the Care Link Service;
- deal with referrals for community alarms and pendants, logging information accurately and process through referral procedure;
- assist the Visiting Officers to arrange visits and demonstrations of alarm equipment;
- assist the Visiting Officers in maintaining accurate stock records, maintaining the equipment storeroom and ensuring adequate stocks of all alarm equipment and ordering additional stock when necessary; and
- prepare Sundry Debtor accounts for customer payments.

Personal Contacts:

Internal: Staff within WDH

External: Members of the public, customers, tenants, Council staff, Health trusts, voluntary and private agencies, Police, Alarm manufacturers.

The Specifics

This section identifies the qualifications, skills and behaviours needed for an effective performance. Using these clarifies the personal qualities and workplace behaviours expected of the post. WDH principles reflect behaviour patterns which distinguish highly effective performance in a role. There are nine behavioural indicators which are split into three principles; Determination, Nous and Attitude and these are often referred to as DNA.

Personal Skill Characteristics	Essential (Tick)	Desirable (Tick)	Method of Assessment (Code list below)
Qualifications and Training			
A qualification at Level 1 of the Regulated Qualifications Framework, such as GCSEs (three or more at 3-1/D–G) or Award, Certificate or Diploma at level 1 or equivalent in a related subject area	✓		AF / CQ

Determination			
Self motivated and able to respond effectively when under pressure to meet appropriate deadlines in a performance orientated culture	✓		AF / I
The ability to accurately input and record information to a high standard	✓		AF / I
Good time management and organisational skills	✓		AF / I
Highly committed to supporting the Care Link Service to meet the agreed standards and targets of the service	✓		AF / I

Nous			
Experience in an appropriate office/administration field	✓		AF / I
Clear verbal and written communication skills	✓		AF / I
Able to use PC applications	✓		AF / I
Experience of partnership working with a range of agencies to deliver a quality service		✓	AF / I
Have the ability to co-ordinate, interpret and present information in a logical format		✓	AF / I
An understanding of budget management		✓	AF / I

Attitude			
Evidence of a customer focused approach to service users	✓		AF / I
To work as part of a multi-disciplinary team	✓		AF / I
To have a flexible approach and be prepared to undertake the duties within different sections of the service	✓		AF / I
Able to provide excellent customer service at the first point of contact through a flexible and caring approach	✓		AF / I

Key
 AF - Application Form
 I - Interview (this may include a presentation and occupational test where appropriate)
 CQ - Certificate of Qualification