

## Job Description

**Job Title:** Care Administrator

**Responsible to:** Matron

### Job Purpose:

To provide administrative support to the Paediatric Palliative Care Unit and Children, Young Person and Family Service to a high standard and in a timely manner.

Work collaboratively with the Care Data Team to provide robust electronic records and data that informs accurate and timely reporting and records.

### Main Duties:

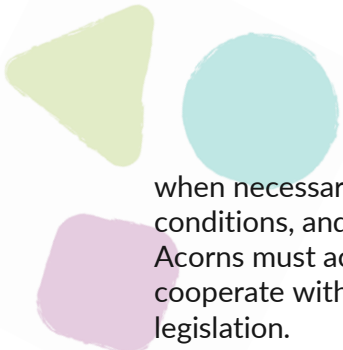
1. To provide administrative support to the Paediatric Palliative Care Unit and Children, Young Person and Family Service
2. To work flexibly within the team, to retain the integrity of administrative support within the hospice.
3. Meeting organisation to include booking meeting rooms, agenda preparation, attendance and minute taking and follow-up of actions.
4. Maintain up-to-date records according to Acorns policies and procedures, using the appropriate technology.
5. Be responsible for the maintenance of statutory records and systems to ensure information is available for regulatory inspections
6. Ensure filing systems are effective and up to date.
7. Oversee the petty cash system to ensure that petty cash is available as appropriate and effectively accounted for in line with the relevant policies and procedures
8. Oversee the effective maintenance and repair of the equipment such as photocopier, franking machines etc in liaison with ICT and Facilities Departments
9. Maintain and develop databases for use in the hospice.
10. Ensure that all practices are in line with GDPR and Acorns Policies.
11. Ensure messages are passed on appropriately and in a timely fashion.
12. To cover for colleagues' absence as appropriate
13. Management of department volunteers as appropriate

### Infection Prevention and Control

All Employees and Volunteers of Acorns will be expected to follow all infection prevention and control policies and procedures to ensure a safe and healthy environment. This includes maintaining best hygiene practices, using personal protective equipment (PPE) as required, and adhering to safety protocols to minimise the risk of infection. It everybody's responsibility to promote a clean and safe environment for staff, children, young people and their families.

### Health and Safety

All Employees and Volunteers of Acorns are required to comply with all health and safety policies and procedures in accordance with the Health and Safety at Work Act 1974. This includes taking reasonable care of their own health and safety, as well as that of others who may be affected by their actions. The role involves using personal protective equipment (PPE)



when necessary, following established safety protocols, reporting hazards or unsafe conditions, and participating in health and safety training. All Employees and Volunteers of Acorns must actively contribute to maintaining a safe and healthy environment and cooperate with the employer to ensure compliance with relevant health and safety legislation.

### Environmental sustainability

All Employees and Volunteers of Acorns are required to support in minimising environmental impact wherever possible, including recycling, switching off lights, computers, monitors and equipment when not in use. Helping to reduce paper waste by minimising printing/copying and reducing water usage, reporting faults and heating/cooling concerns promptly and minimising travel. Where the role includes the ordering and use of supplies or equipment the post holder will consider the environmental impact of purchases.

### Safeguarding

Acorns is committed to safeguarding and promoting the welfare of children and adults and expects all staff and volunteers to share this commitment. It is the responsibility of all staff to always safeguard and protect children and adults at risk, staff must report any concerns as per safeguarding policies and procedures which are available on Acorns internal systems. Every staff member must undertake regular mandatory safeguarding training at a level relevant to their role.

### Data Protection and Confidentiality

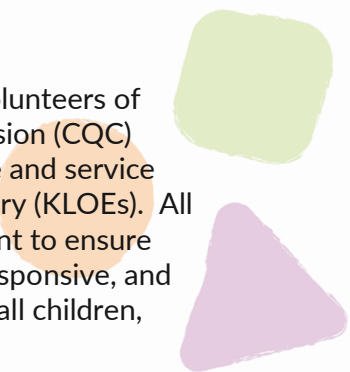
All Employees and Volunteers of Acorns are required to comply with all relevant data protection laws, including the Data Protection Act 2018 and the General Data Protection Regulation (GDPR). This includes ensuring the confidentiality, integrity, and security of personal and sensitive information. All Employees and Volunteers of Acorns must handle all data in accordance with organisational policies and procedures, ensuring it is only used for its intended purpose and is not disclosed to unauthorised individuals. The role may involve safeguarding personal data, reporting any data breaches, and always maintaining strict confidentiality to protect both individuals' privacy and the organisation's legal obligations.

### Equality, Inclusivity and Diversity

All Employees and Volunteers of Acorns are required to promote and uphold the principles of equality, inclusivity, and diversity in all aspects of their work. This includes ensuring that all individuals are treated with respect and fairness, regardless of their race, gender, age, disability, sexual orientation, religion, or any other characteristic protected by law. All Employees and Volunteers of Acorns must comply with relevant legislation, including the Equality Act 2010, and contribute to creating an inclusive environment that values diverse perspectives. The role involves actively challenging discrimination and bias and supporting the organisation's commitment to providing equal opportunities for all.

### CQC Regulatory Body

Acorns is regulated by Care Quality Commission (CQC). All Employees and Volunteers of Acorns support with and influence compliance with the Care Quality Commission (CQC) regulations and support the organisation in maintaining high standards of care and service delivery. This includes an awareness and knowledge of the Key Lines of Enquiry (KLOEs). All Employees and Volunteers of Acorns will work closely with senior management to ensure that the service meets the CQC's five key domains: Safe, Effective, Caring, Responsive, and Well-led, while promoting continuous improvement and high-quality care for all children, young people and families.





**Other Duties:**

1. To act as an ambassador for Acorns raising awareness of its charitable aims and objectives and enhancing its reputation through exemplary behaviour, conduct and team working.
2. To contribute to Acorns fundraising aims by raising awareness with your stakeholder groups about how vital fundraising is to the charity's mission and sharing opportunities for fundraising support
3. To put the needs and interests of Acorns children and young people and their families first in all aspects of their work.
4. To ensure compliance with Acorns policies for diversity, employment, equal opportunities, health and safety, information governance and safeguarding.
5. To actively participate in an annual performance and development review process and any training and development identified to further enhance your role with Acorns.
6. Promote a coaching culture within Acorns and provide coaching expertise as a resource across the organisation.
7. To carry out any other reasonable duty as requested by your line manager.

Acorns adheres to the United Nations Convention on the Rights of the Child. As an employee you will be a Duty Bearer for Children's Rights and support all children to be Rights Holders.



## Person Specification: Care Administrator

	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>&gt; Good general level of education</li> <li>&gt; Relevant secretarial/administrative qualifications eg RSA/Pitman or NVQ Level 2 or equivalent</li> </ul>	<ul style="list-style-type: none"> <li>&gt; NVQ Level 3 Business Administration</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>&gt; Experience of Microsoft Office suite, including Outlook, Word and Excel</li> <li>&gt; Database administration</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Experience of working with volunteers</li> <li>&gt; Experience of working in a care environment</li> <li>&gt; Awareness of health and safety</li> <li>&gt; Awareness of safeguarding</li> </ul>
<b>Skills and Ability</b>	<ul style="list-style-type: none"> <li>&gt; Excellent knowledge of Microsoft office including; Word, Outlook, Excel</li> <li>&gt; Ability to maintain confidentiality</li> <li>&gt; Excellent typing skills with attention to detail.</li> <li>&gt; Excellent written and verbal communications skills</li> <li>&gt; Ability to communicate with sensitivity with young people and families</li> <li>&gt; Ability to prioritise own workload and work to deadlines using own initiative</li> <li>&gt; Ability to remain calm under pressure</li> <li>&gt; Ability to create and maintain electronic filing systems</li> <li>&gt; Ability to progress chase efficiently and effectively</li> <li>&gt; Ability to multitask</li> <li>&gt; Ability to work as part of a team</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Computer literate to an intermediate level</li> <li>&gt; Internet research experience</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>&gt; Qualities of innovation and forward thinking</li> <li>&gt; Open to supporting change</li> <li>&gt; Eye for detail and high standards</li> <li>&gt; Confidential.</li> <li>&gt; Flexible and self-motivated</li> <li>&gt; Willingness to learn new skills</li> <li>&gt; Good timekeeping skills.</li> <li>&gt; Positive role model.</li> </ul>	
<b>Behaviours</b>	<ul style="list-style-type: none"> <li>&gt; Will challenge the status quo</li> <li>&gt; Positive, enthusiastic approach &amp; can-do attitude</li> <li>&gt; Curious, always seeking to understand and improve experience of customers</li> <li>&gt; Open to change and continuous improvement</li> <li>&gt; Innovative mindset and passionate about learning</li> <li>&gt; Commitment to the Acorns strategy &amp; its success</li> </ul>	



## Terms and Conditions of Employment



<b>Job Title:</b>	Care Administrator 18 month fixed term contract
<b>Responsible To:</b>	Matron
<b>Location:</b>	Acorns in Birmingham Hospice 103 Oak Tree Lane Selly Oak Birmingham B29 6HZ
<b>Salary:</b>	Acorns Pay Level A £26,227.50 to £26,800 per annum
<b>Notice:</b>	8 weeks
<b>Hours:</b>	37.5 hours per week
<b>Holidays:</b>	27 days plus statutory bank holidays (pro rata)
<b>Pension:</b>	Contribution to Group Personal Pension Plan or NHS Pension Scheme (if already in scheme)
<b>Life Assurance:</b>	Acorns Group Life Assurance Scheme or NHS Pension Scheme Life Assurance cover (if already in scheme)

All terms and conditions will be detailed in writing together with Employee Handbook which must be read and observed.

