

Job Description

Post Title: Clerk / Receptionist

Responsible to: Registered Manager

Purpose of Job:

To promote and adhere to the workplace values of Sheffcare:

- Care will be delivered with compassion, dignity and respect, putting the person at the very heart of care delivery
- We ensure our care is safe, effective, individualised and is continually monitored and improved to meet new standards
- We actively value the contribution of all our staff and volunteers through recognition, training and development

To provide a professional reception service to telephone callers and visitors

To set up and operate efficient administrative support to the unit

To provide typing support as directed.

To assist with the handling and recording of purchase invoices, cash and other financial aspects at the unit including residents finances

To be aware of all policies, procedures and documentation within the company Policy and Procedure manual and Document file.

SPECIFIC DUTIES AND RESPONSIBILITIES

1 Reception

- To provide a professional reception service for internal and external callers making contact with the home via any recognised form of communication.
- To be the initial point of contact for resident and staff queries, ensuring that all are passed on to the relevant party in a timely manner.
- Open sort and distribute incoming unit mail ensuring that confidentiality is observed at all times. Any mail marked 'Private & confidential' should not be opened under any circumstances. Distribute resident's mail as appropriate.
- To maintain the unit diary.

2 Clerical

- To undertake all aspects of clerical duties and provide typing support to all within the unit, including the typing of minutes as required. To assist the unit reporter in the preparation and forwarding of reports to the required standard.

- To provide quality information with regards to unit facilities requested by all external individuals.
- To ensure the timely filing of all documentation with special regard to the confidentiality within residents files

3 Administration

- To ensure that all policy and procedures are accurately maintained and to revise as necessary manual and computerised records.
- The preparation of new residents and staff packs ensuring that all-relevant documentation is enclosed.
- Set up of new residents on the computer ensuring all information has been provided entered correctly and updated where necessary. Also to record any changes on the computer and inform the relevant parties as per policy and procedure

4 Finance

- To undertake and operate all policies and procedures regarding petty cash including residents monies. Accurate and timely entries onto the computerised system.
- To be aware of the regulations both internal and external with regards to all aspects of resident's finances and update records where necessary.
- To assist with the checking and recording of purchase invoices as per policy and procedure.

5 General

- To be aware of and work within company policies and procedures (as determined by the Sheffcare Board/Chief executive).
- To ensure stationery requirements are adequate and re-order as necessary.
- To make the IT department aware of any routine maintenance of printers, photocopiers and fax machines.
- To receive training and supervision as directed to ensure statutory and company requirements are met.
- To undertake any other duties applicable to the grade and purpose of the post
- Any other reasonable request made by a member of the management team