



Title of Post: Service Administrator/Scheduler
Reporting to: Assistant Service Manager
Salary: £25,500 per annum
Location: Invergordon
Hours: 37.5 per week

Introduction

Highland Home Carers was founded in 1994. We are a vibrant and forward-looking organisation. We have grown to become one of the major independent providers of home care and support services in Scotland. We currently employ around 230 staff. Our company has been owned by our employees since 2004. The business is governed and led by a Board of Directors, made up of four executive directors, three elected employee directors and three non-executive directors. We are a private limited company, with a strong commercial focus.

We provide a range of services for older and vulnerable adults in Inverness and across the Highlands:

- Care at Home
- Support Work
- Housing Support
- Supported Living Services

Job Purpose


To work as part of a team ensuring that people receive the agreed level of services at the times designated on a daily/weekly basis as directed by the Service Manager.

Main Duties

- Work with other members of the Operations team to ensure high quality service provision
- Establish and maintain good working relationships with people who use our services, colleagues, and other healthcare professionals.
- Compiling rotas for care/support workers
- Ensure all care/support visits are covered in conjunction with line manager on a daily basis.
- Inform people who use our services and relevant others about changes to scheduled arrangements
- Advise Care/Support Workers of all changes to regular care packages.
- To work as part of a duty rota, being the duty person on designated days to be the first point of contact
- Provide Administrative support to Practice Support Technicians in the completion and maintenance of support planning documentation.
- Maintain the Company IT database and paper-based systems as required
- Comply with procedures for reporting and record keeping, including the secure maintenance of databases.
- Updating and maintaining systems to ensure accurate recording of Financial Information.
- Uphold the Human Rights of people who use our services.
- To ensure that confidentiality is maintained at all times.
- A willingness to cover for other administrative team members and occasional work outside normal working hours
- Any other reasonable duties as required by the Service Manager

Personal/Professional Responsibilities

- Assume responsibility for your own professional and personal development (supported by the company where appropriate).
- Undergo relevant training, learning, and development required by the Service Manager.
- Use discretion and be aware of issues requiring total confidentiality
- Uphold and promote our company values: ERRICC
 - Excellence
 - Responsibility
 - Respect
 - Integrity
 - Compassion
 - Collaboration

HIGHLAND HOME CARERS Person Specification: Service Administrator/Scheduler		
Essential:		Desirable:
Knowledge:		
<ul style="list-style-type: none"> • Commitment to Learning • Track record of personal learning & development • Experienced in using Microsoft Office applications (eg. Excel, Word, Outlook etc) • Proven work experience as an Administrator • A demonstrable record of success in previous roles 		<ul style="list-style-type: none"> • Evidence of continuing professional development • Proven experience using Excel spreadsheets • Understanding of Health and/or Social Care Services
Skills and Abilities		
<ul style="list-style-type: none"> • Excellent interpersonal skills • Works effectively within a team, see the potential in others and understands the impact of their actions on people who use services and colleagues • Experience of building positive working relationships with people who use services and their families, staff and other health and social care professionals • Strong phone, email, and in-person communication skills • A high level of personal integrity, who displays respect and empathy for others and is consistent, open and honest • An ability to be approachable and diplomatic 		<ul style="list-style-type: none"> • Experience of using databases for rostering/scheduling and/or logistics • Experience in note taking • Experience of inputting financial data
Qualifications and Training		
<ul style="list-style-type: none"> • A good general level of education, or the equivalent level of attainment gained through professional experience 		<ul style="list-style-type: none"> • Administration qualification
Equal Opportunities		
<ul style="list-style-type: none"> • Commit to uphold the Human Rights of people who use our services • Commitment to incorporating Equal Opportunities in all aspects of work. 		
Other Considerations		
<ul style="list-style-type: none"> • Flexible and adaptive • Able to maintain strict confidentiality • Must be organised • Be able to work within deadlines and timescales • High attention to detail • Reliable and trustworthy • Professional and smart appearance 		<ul style="list-style-type: none"> • A full UK Driving Licence • An ability and willingness to cover for other administrative team members and occasional work outside normal working hours