

JOB DESCRIPTION

Job title:	Young Carers Team Administrator (permanent)
Service:	Royal Borough of Windsor and Maidenhead Young Carers
Salary:	Grade 1 (upper) point 6-10 Inclusive of Outer Fringe Weighting
Hours:	14.8 hours per week
Location:	Maidenhead Project Centre, Reform Road, Maidenhead, Berks, SL6 8BY
Responsible to:	Project Manager

Summary of job:

To carry out a range of tasks in support of our young carers team, often acting as the first point of contact, and dealing with queries relating to sensitive issues. You will play an essential role in addressing young carers' wellbeing and development needs.

A skilled communicator and advocate for the service, you will work with the Project Manager to promote the Young Carers Service across the locality. To include collaborating with stakeholders and local agencies to raise awareness and identification of young carers in the community, thereby motivating professionals and teams in recognizing the needs of young Carers and making appropriate referrals to the Young Carers Service.

Key tasks and responsibilities:

1. Providing an efficient, accurate and professional response to all communication from service users and professionals, whether by telephone, email or in person and signposting where necessary.
2. Providing general administrative support, including: checking voicemail and emails and responding where appropriate, managing incoming and outgoing mail, taking meeting minutes, preparing materials to be used for sessions and/or groups, raising orders for resources as required.
3. Supporting with service delivery by:
 - processing referrals and contacting referrers and families when more information is required, uploading referral information onto our case management system and updating and uploading information where needed;
 - processing attendance registers, evaluations and certification for training events and young carer sessions and/or groups.
 - maintaining up to date details about other services and referral pathways; and,
 - recording compliments, comments and complaints.

4. To maintain a record of expenditure, including processing all incoming invoices as and when required in line with Family Actions financial systems and procedures.
5. To be responsible for the managing the maintenance of the equipment, appliances etc, and to keep a record of such work.
6. Supporting the project manager with specific tasks when required e.g. inputting data required by commissioners onto our database, updating information and marketing materials, and supporting with impact and other reports.
7. To ensure you have an understanding (appropriate to your role) of, and comply with Family Action's procedures for promoting and safeguarding the welfare of children and vulnerable adults.
8. To comply with Family Action's confidentiality and Data Protection Policies, ensuring that all confidential paperwork is stored securely in line with GDPR, and support with storing digital records in line with GDPR.
9. Work with your line manager to continually pursue personal and professional development, taking an active role in regular supervision. To participate actively in audits in the evaluation of the service and the effectiveness of your practice.
10. Embrace and implement Family Action's Equality & Diversity Policy in every aspect of your work and positively promote its principles amongst colleagues, service users and other members of the community.
11. Comply with Family Action's Health and Safety and Data Protection policies and protect your own and others' health, safety and welfare.
12. Work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required.

PERSON SPECIFICATION

Requirements	
Experience	
1.	Previous experience of setting up administrative systems and providing administrative support in a busy environment.
2.	Experience of keeping accurate records, and a strong attention to detail.
3.	Excellent IT and numeracy skills with demonstrable experience of using Microsoft Office systems and case management information systems.
4.	Excellent oral and written communication skills, and the ability to communicate information effectively to a range of stakeholders, including children, young people, parents and carers and external agencies.
5.	Excellent interpersonal skills and the ability to handle queries sensitively
6.	Excellent organisational skills, with the ability to prioritise, plan, organise and manage a varied workload, and to work flexibly in order to meet challenging and conflicting deadlines in a confident and professional manner..
7.	Ability to use initiative when circumstances demand.
8.	A commitment to ongoing personal development and to engage in regular supervision and Family Action's appraisal process.
Values	
9.	<p>Able to evidence Family Action's values at all times, which underpin our mission of 'building stronger families' by:</p> <ul style="list-style-type: none"> • Being people focused • Reflecting a 'can do' approach • Striving for excellence in everything we do • Having mutual respect for everyone we work with, work for and support through our services
10.	Be committed to equal opportunities and uphold and comply with Family Action's Equality & Diversity policy in all aspects of your work, promoting its principles amongst colleagues, service users and other members of the community.
In addition	
11.	Willing to work hours in a flexible way, including evenings and weekends as required to meet the needs of the service.