



## **Crossroads Care South East London**

### **Allocations Administrative Assistant 1 Year fixed contract (potential for permanent position)**

#### **Job Description**

<b>Post:</b>	Allocations Administrative Assistant
<b>Employed by:</b>	Crossroads Care South East London
<b>Responsible to:</b>	Registered Manager
<b>Liaise with:</b>	Community Care Support Workers, Statutory agencies/ stakeholders.
<b>Hours:</b>	Office based 21 hours
<b>Days:</b>	Tuesday, Wednesday & Friday (some flexibility on days)
<b>Salary:</b>	<b>£11,903 pa(pro rata)</b>
<b>Holiday entitlement:</b>	<b>16.8</b> days per annum
<b>Probationary Period:</b>	2 months

#### **Overall purpose of post**

To be the first point of contact to all our stakeholders.  
Responsible for managing allocation of work to community care staff which involves rostering & distribution of rotas, managing leave requests and sickness absence through our case management system.

## **Key responsibilities**

- First point of contact to all our stakeholders dealing with any enquiries
- Ensure all computerised and manual recording systems are updated and maintained on an accurate and timely basis, and that all service requests are responded to within prescribed timescales
- Manage the allocations of services and staff rostering across all our services through bespoke Webroster database platform including unplanned sickness and leave.
- Ensure that any referrals replies are passed on to senior management team in a clear and consistent manner.
- Book and disseminate all training to staff including venues through Webroster database.
- To input and update all information onto database system daily relating to staffing and client information.
- To manage information sharing in line with Data Protection 2018.
- To provide monthly/quarterly data information relating to client activity
- To take minutes of meetings (occasionally outside of normal office hours)
- To represent and promote the aims, objectives, and ethos of Crossroads Care South East London.
- To attend and contribute to continued professional development.
- To contribute to and attend regular supervision meetings.
- To implement and positively promote equal opportunities in service delivery and employment practices.
- To take due responsibility and set an example for the health and safety of yourself and colleagues.
- To act always in accordance with all Crossroads Care South East London policies and procedures.
- To attend meetings as and when required.
- To undertake any other appropriate duties commensurate with this post.