



Viewpoint Housing Association (VHA) is a registered non-profit making organisation providing a range of general needs housing, supported housing and care services for older people in Edinburgh, the Lothians and Fife. With an annual turnover in excess of £18m, we own 1340 properties across the areas with two care homes in Edinburgh

Established in 1947, our primary objective is to improve the quality of life and well-being of our tenants and care home residents through promoting independence, enabling choice and offering peace of mind in a safe, secure and supported environment. VHA's continued strong financial performance provides the platform on which we will invest in homes that are fit for the future, fuel efficient and are the best achievable standard whilst remaining affordable.

Our customers are at the heart of what we do and we are creating a culture of continuous improvement in the services we deliver and we want them to choose us as their preferred landlord and care home provider.

<b>Job Title</b>	<b>Care Home Administrator</b>
Reports To	Care Home Manager
Department/Section	Marian House Care Home
Location	7 Oswald Road, Edinburgh, EH9 2HE
Date	January 2025

### Job Purpose

Provide administrative support to the Care Home Manager, including answering the front door dealing with mail, ensuring adequate supplies of stationery, photocopying, typing reports, assisting with collation of information for responses to regulatory bodies and responding to telephone enquiries from residents, relatives and the general public.

You will be able to work with colleagues from a variety of backgrounds with an approachable and solution-oriented style; keen to support and drive the development of a positive working culture across the organisation and able to represent the organisation in all that they do.

### Key Responsibilities

- Communicate with prospective residents and their families/representatives as required, including sending out brochures, information packs and residency contracts.
- Liaise with internal departments and external agencies including social work contracts departments.
- Ensure that the process for the admission, discharge or death of a resident is adhered to and that necessary record and notifications are forwarded to the relevant departments in good time.
- Keep the database up to date to ensure any contract changes are processed in good time.
- Assist the manager and finance department with credit control processes and the management of arrears.
- Complete refund requisitions for overpayments and send out refunds as necessary.
- Support the manager to manage residents' personal funds, ensuring that details of rechargeable expenses are forwarded to finance for invoicing.
- Manage the petty cash for the service in line with company policy.
- Assist the Care Home Manager in checking, signing and forwarding purchase invoices to the finance department in good time.
- Record and update residents, relative and staff details, ensuring that all statutory notifications are issued to the appropriate agencies.
- Assist the care home manager with payroll data input.
- Work with the Care Home Management Team to ensure that all necessary monitoring and reporting systems are completed accurately and regularly reviewed e.g absence, attendance, return to work forms, vacancies, enquiries, agency use etc.
- In conjunction with the Care Home Manager assist with the recruitment including booking interview appointments, requesting and following up references for new staff.
- Prepare monitoring statistics for Key Performance Indicator reports including occupancy levels, average fee levels etc.
- Support meetings, taking, typing and distributing minutes where required.

### **Additional Responsibilities**

Within organisational policies and delegated authority be responsible for:

- Attend relevant meetings out of office hours as required. Some work out with normal hours will be necessary
- To undertake ongoing training and professional development as necessary, to maintain high standards in the quality of work, as outlined in the job description. This includes participation in the annual appraisal review.
- To undertake any other duties within the scope of this job description, at your normal place of work or at any other of the Associations establishments.

### **Viewpoint's Behaviours – you are expected to live our workplace behaviours:**

- Be a role model for staff and stakeholders, showing energetic, determined, flexibility and positive behaviours that will support our organisational, values, aims and outcomes.
- Adopt a flexible style with the ability to challenge as appropriate and able to give and receive constructive feedback.
- Embed a coaching culture within your areas of responsibility that upholds the values of the organisation.
- Provide clear, authoritative and impartial advice and interpretation of complex situations.
- Continuously monitor your area of responsibility and identify areas for improvement and organisational learning.

### **Viewpoint's Values – you are expected to live our workplace values:**

- Inspire with positive smiles and words.
- Say 'yes I can and I will'.
- Celebrate age, experience and wisdom.
- Do according to our customers' wishes and ambitions.
- Treat people (everyone is a VIP) as we would a "loved one".
- Work hard, have fun and laugh.
- Stay courageous, creative and ahead of the game.
- Work with those that share our values.

# PERSON SPECIFICATION

## Care Home Administrator

	Value of Criteria		Assessed at			
	Essential	Desirable	Application	Interview	Test	Presentation
<b>QUALIFICATIONS &amp; EXPERIENCE</b>						
SVQ level 3 in Business and Administration		✓	✓	✓		
1-2 year admin/reception experience, including direct contact with customers and members of the public	✓		✓	✓		
Experience of group telephone system	✓		✓	✓		
An awareness of current Health and Safety requirements and able to take responsibility for your own safety and the safety of other members of staff		✓	✓	✓		
Experience of working in the social housing environment		✓	✓	✓		
<b>KNOWLEDGE, SKILLS &amp; ABILITIES</b>						
Good working knowledge of an office environment	✓		✓	✓		
Good working knowledge of and ability to seek out new and innovative ways of working which improve services to customers to achieve measurable results and continuous improvement	✓		✓	✓		
Knowledge of GDPR and data protection legislation and guidelines		✓	✓	✓		
Good knowledge of systems/equipment relevant to role	✓		✓	✓		
Excellent verbal and written communication skills and the ability to work effectively with a range of stakeholders	✓		✓	✓		
Excellent office/ICT skills in relevant software	✓		✓	✓		
Strong organisational and administrative skills, ability to prioritise and work unsupervised on own initiative, and an ability to remain under pressure	✓		✓	✓		
Proven problem solving and planning capability with creative skills and the ability to meet deadlines	✓		✓	✓		
Able to multi-task with continued attention to detail	✓		✓	✓		
Ability to build relationships and create successful working opportunities	✓		✓	✓		
Ability to deliver excellent levels of customer service at all times	✓		✓	✓		
Demonstrate digital approaches to all areas of your work		✓	✓	✓		
<b>VALUES &amp; ATTITUDES</b>						
Ability to demonstrate a commitment to Viewpoint's values and behaviours	✓			✓		
Takes responsibility for professional development and training to support this	✓		✓	✓		
Team player with a positive 'yes I can and I will' attitude	✓			✓		
Proactive and flexible approach	✓			✓		
<b>OTHER CONSIDERATIONS</b>						
Willing to be flexible in working hours and able to travel as required.	✓		✓	✓		