

**Job Description****Social Services Directorate**

Post Title	Duty Planner / Administrator		
Post Number	BG02756	Grade	5
Base	Agile Worker	Hours of Work	18.5
Car User Allowance		Disclosure	Enhanced
Contact	Donna Mahoney	Updated	

Principal Job Purpose

Responsible to: Senior Duty Planner

Responsible for: To effectively cover and plan rotas by efficiently deploying staff in order to meet the assessed needs of Service Users.

To provide consistent advice, guidance and support to Service Users, staff and all stakeholders involved in care packages.

To effectively and efficiently provide administrative support within the department.

Principal Accountabilities

1. To adhere to the principles of the Corporate Equality Policy and ensure commitment to anti-discriminatory practice.
2. To comply with the relevant sections of the Authority's policy statement on Health, Safety and Welfare at Work.
3. To use Carefree to schedule Carers work effectively and efficiently making the best use of resources in order to meet Service User's assessed needs.
4. Use Carefree to ensure that all calls are attended as scheduled (verifying)
5. To use Carefree to put on new / DASH packages or to amend existing packages of care in line with guidance.

6. To screen DASH / Extra Care referrals and assess whether to accept then using the agreed criteria
7. To utilise Carefree in line with departmental guidance e.g. end of shift hand over / entering correct codes for absence etc
8. To ensure information in carefree is accurate so that 1) accurate reports and data can be extracted, 2) individuals are charged appropriately
9. To ensure that all rotas and calls are covered (to include covering of annual leave, training and sickness)
10. To authorise annual leave in line with guidance (to put on Carefree and leave record)
11. To be aware of budgetary constraints of the service, ensuring effective use of all resources
12. To have sufficient competence with IT skills to complete and maintain computerised records.
13. To competently utilise the IT systems in place, in particular Care Free, WCCIS and Microsoft applications in order to capture all aspects required for data collection, performance management and compliance with CIW Regulations and Standards.
14. To be able to set up new phones and advise carers on how to use their work phone. Be able to write NCT tags for service user
15. Liaise effectively with all key stakeholders and partners involved with the department e.g. Contract & Commissioning, IAA, DN, Social Workers, GP, WAST, hospitals, families and service users etc
16. To contact GP / DN to chase or order medication or to request a home visit
17. To complete DASH questionnaires when individuals exit the service
18. To undertake administrative tasks within the department, including filing and archiving, making up files for staff and service users, photocopying, minute taking, stock taking and ordering, ID card requests, training nominations, maintain training matrix, maintain DASH spreadsheet, putting QA's on for training / meetings, staff file audits, keeping Carefree information up to date etc
19. Share departmental or organisational information with staff utilising RoadRunner / GOV.NOTIFY
20. To arrange shadow shifts for new starters
21. To work as part of a team, including covering a duty rota which will include out of office hours working i.e. evenings and weekends

22. To support staff with Social Care Wales, DBS applications
23. To open / close the building as required
24. To respond and adapt to ever changing priorities within the department.
25. To maintain a good working knowledge of service provision throughout the Authority
26. To participate in the evaluation of service performance – own Home Care Department.
27. To take part in supervision, appraisal and team meetings.
28. To attend inter-departmental meetings when required.
29. To be prepared to take part in any appropriate training, or taking of qualifications as deemed necessary by the Home Care Manager and in line with CIW requirements and as part of CPD.
30. To undertake any other duties reasonably falling within the scope of the post.

Person Specification – Non Managerial

1. Qualifications & experience	Assessment Method				
	Essential / Desirable	Application Form	Interview	Other (please specify)	Probationary Period
Qualifications/relevant experience					
NVQ Level 3 in Administration or Care or Equivalent level of qualifications in either administration or Care	✓ E	✓			
IT Qualification e.g. ECDL, Clait Plus; relevant Database/Spreadsheet Qualification	✓ D	✓			
Other experience					
Previous relevant experience of working within a social care, health or administrative setting	✓ E	✓	✓		
Experience of using IT systems to support, organise and monitor workload management – in particular use of databases and excel	✓ E	✓	✓		
Experience of working with other agencies, both public and private	✓ E	✓			
Knowledge/Skills					
Knowledge and Understanding of CIW Regulations and Standards	✓ E		✓		
Ability to communicate effectively both verbally and in writing	✓ E	✓	✓	Test	
Ability to work in a pressurised environment which includes being organised and methodical	✓ E	✓	✓	Test	
Ability to constantly review priorities	✓ E		✓	Test	
Have a flexible approach to duties	✓ E		✓		
Ability to work on own initiative and as part of a team	✓ E		✓	Test	
Knowledge of how a Home Care Department Operates	✓ D	✓	✓		
Possess good customer service skills	✓ D				
Understand the need for confidentiality	✓ E				

2. Special Requirements	Essential	Desirable
Hold a valid full driving licence and have use of a car for work purposes		✓

3. Welsh Language Requirements (please select one of the following)	Essential / Desirable	Application Form	Interview	Other (please specify)	Probationary Period
Welsh language skills are desirable (level 0 in all Welsh Language Levels above).	Desirable	✓	✓		

	Level 0	Level 1 Entry	Level 2 Foundation	Level 3 Intermediate	Level 4 Advanced	Level 5 Proficiency
Listening/Speaking	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reading/Understanding	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Writing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please see "[Welsh Language Skills Guidelines](#)" on the Blaenau Gwent website for further information on the above levels.

4. Personal Competencies

All competencies are regarded as essential, although it is recognised that some may be achieved over a period of time. All employees are expected to continually develop their competencies in line with the appropriate framework.

In addition to those assessed as part of the recruitment process, competencies will be assessed during the probationary period and afterwards through the Authority's performance coaching scheme.

Assessment Method

Topic	Competencies	App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Delivering the service	Plans ahead, organises work in advance		✓		✓
	Involves line manager/colleagues in setting and meeting targets				✓
	Reorganises work when necessary		✓		✓
	Sees tasks through to completion whenever possible				✓
	Seeks help if workload becomes unmanageable				✓
	Uses initiative to report issues that arise that impact on others			✓	

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Improvement & Change	Is prepared to try new things & feed back results		✓		✓
	Understands that changes are needed if things are to be improved		✓		✓
	Finds new and creative ways of doing things better				✓
	Actively seeks to develop own skills and knowledge				✓
	Learns from mistakes & welcomes constructive feedback				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Providing Excellent Customer Service	Recognises the importance of high standards of customer service		✓		✓
	Is committed to providing an excellent service to the all the citizens of Blaenau Gwent				✓
	Understands the links between own professionalism and the possible impact on the Authority's image				✓
	Has a professional attitude that sets an example to colleagues		✓		✓
	Takes pride in own work and that of colleagues				✓
	Is respectful, courteous and helpful at all times				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Team Working	Reacts constructively to others' suggestions and requests				✓
	Recognises potential value of others' opinions and actively seeks their contributions				✓
	Asks for help when necessary		✓		✓
	Actively seeks to help others		✓		✓
	Is aware of the impact of own behaviour on others				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Communicating	Adapts content and style to help others understand				✓
	Makes sure that people are regularly informed				✓
	Uses appropriate language, gestures and tone when talking with others		✓		✓
	Checks others have understood & seeks advice when necessary				✓
	Actively seeks to improve all forms of communication with others		✓		✓
	Communicates professionally by using formal channels appropriate to the situation				✓