

JOB PROFILE

POST: **SENIOR CLERK – Adult Social Care**

GRADE: Scale 3

RESPONSIBLE TO: Administration & Facilities Manager

MAIN PURPOSE OF JOB:

Using agreed procedures, to provide efficient and effective administrative, clerical and financial support to the Adult teams in the areas of work for which the Administration Team is accountable.

PRINCIPAL ACCOUNTABILITIES

1. Administrative and Clerical

Provide general administration and clerical support to Service Managers and staff (Adult Social Care), including handling basic correspondence and photocopying to enable team members and the Administration & Facilities Manager to maximise their contribution to the work.

2. Finance

Using agreed procedures, process all claims, Invoices and other requests for payment, for certification by the relevant Managers and maintain the appropriate financial records, ensuring that the Department's financial responsibilities are effectively performed.

3. Records and Information

Maintain and retrieve activity data from records, files, indices and registers, including computerised records, as necessary to meet the requirements of legislation and Departmental Policy and to ensure the provision of accurate and comprehensive information.

4. Operational Activities

Assist in the organisation and arrangement of activities integral to the services for which the team is responsible to ensure that these activities are efficiently and effectively supported, notably, but not exclusively, in the following areas of activity:

- *Transport provision and escorts
- *Meals on Wheels

5. Customer Contact

Communicate effectively with caller, both external and internal to the organisation and possess the skills to pass on information accurately to Managers/Senior Officers, so that the callers are dealt with in a professional and courteous manner at all times.

6. Links with other Support Staff

Develop and maintain effective working relationships with other support staff, including colleagues from other Sections/Units and work flexibly, deployed as necessary by the Administration & Facilities Manager to ensure that varying workload pressures are effectively managed.

Where necessary, and as directed by the line manager, provide cover for staff in Customer Services and other Senior Clerks to ensure that support services are maintained at all times throughout the working day.

7. Supervision

Where necessary, and as directed by the Line Manager, supervise clerical staff allocated to the relevant service area so that they provide an efficient and effective support service to the Social Work Teams.

8. Health and Safety

Be responsible as far as is reasonably practicable for your own health & safety and the health, safety and welfare of other people in the course of your work and take any necessary/appropriate action to ensure this.

KEY TASKS

NB: This is NOT a definite list of Key Tasks associated with this Post. The tasks may vary from District to District depending on local circumstances and needs.

Administrative and Clerical

- *Basic correspondence
- *General clerical support
- *Ordering Goods and Services and check delivery notes etc.
- *Collate information on sickness absence

Financial

- *Processing Invoices for payment e.g. stationery, Meals on Wheels
- *Reconcile Social Work Car Driver mileage Claim Forms

Records and Information

*Input and update, regularly and accurately, all relevant databases e.g:

CareFirst
Respond
Expenditure
Meals on Wheels waiting lists

*Participate in the production of statistical information e.g.

Services activity e.g. Home Care, Day Care,
Meals on Wheels, Transport.

Budget/Expenditure using spreadsheets where necessary

Operational Activities

Transport

- *Arrange Transport for Service Users as requested by the Adult Teams
- *Liaise with the Transport Unit and Social Work Staff
- *Assist, where necessary, in the recruitment of Volunteer Drivers for the Social Work Car Service, including initiating Police Checks and checking Licences and Insurance.
- *Induct and deploy Drivers as required and arrange holiday cover where necessary
- *Assist, where necessary, in the recruitment of Escorts

Meals on Wheels

- *Process requests for Meals on Wheels
- *Liaise with the Provider (Cumbria Catering)
- *Produce and monitor the Waiting Lists

Customer Contact

- *Deal with enquiries from the general public, Service Users, Carers and staff of other Agencies
- *Cover for and co-operate with colleagues throughout the Department