

# London Care PLC

## Job Description – Operational Support Assistant

### Summary

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### 1. Function

The role of the Operational Support Assistant is to support the operational team at the local office in whatever way is necessary to facilitate the ongoing smooth running of the business, including the provision of care support services<sup>1</sup>. In this sense, it is a 'floating role' with a high degree of flexibility. It is expected that the Operational Support Assistant will undertake their tasks in accordance with the Company's policies and procedures and in line with the Company's Aims and Objectives.

### 2. Responsibility and Authority

The Operational Support Assistant has no direct areas of sole responsibility but rather will be responsible to the leader of the team under whose responsibility the tasks with which they are assisting at any given time should fall. In performing such tasks, the Operational Support Assistant will be expected to:

- 2.1 Maintain good administrative practices within the office so that information is systematically processed and readily accessible.
- 2.2 Promote and fulfil the Aims and Objectives of London Care Plc as defined in the company's Statement of Purpose.
- 2.3 Comply with all Policies and Procedures of the Organisation, as appropriate.
- 2.4 Participate in any meetings as required.
- 2.5 Promote anti-discriminatory practice as per the company's Equal Opportunities Policy (QPD002).
- 2.6 Maintain the confidentiality of information (as per the company's Service User Confidentiality Policy (QPD003) and Data Storage, Protection and Retention Policy (QPD036)).
- 2.7 Acknowledge individuals, personal beliefs and identity as per the company's Service Users' Rights Policy (QPD004).
- 2.8 Participate in staff supervision, development, training and performance appraisals.

### 3. Relationships

The Operational Support Assistant observes and maintains the following relationships.

<sup>1</sup> Note that Operational Support Assistants will usually only be employed at branches where the volume of business is such that flexible assistance is required.

**Superiors** – he/she is accountable to his/her Branch Manager (and to Senior Management and the Directors of the Company) and to any other specified superiors. Designated superiors may vary according to the tasks being undertaken at any given time and may include (for example) Client Care Co-ordinators, Personnel & Recruitment Officers and Administration Assistants.

**Subordinates** – he/she has no subordinates.

**Other company personnel** – he/she has frequent contact and interaction with Client Care Co-ordinators, Senior Client Care Co-ordinators, Monitors, Assessors, Trainers and other personnel in the course of carrying out his/her duties.

**Others** – he/she may have contact by telephone with professionals such as Social Workers, Local Authority Care Managers, District Nurses, GPs etc.

**Service Users, their Relatives, neighbours and friends** –he/she may have contact with Service Users, their family and/or acquaintances in the course of his/her duties.

#### 4. Hours

Operational Support Assistants may be employed on a full or part-time basis. Precise terms are agreed on an individual basis although a full-time Operational Support Assistant would normally work from 9.00am until 5.30pm Monday to Friday.

#### 5. Typical Duties

The Operational Support Assistant's role is intended to be flexible and in this respect they may be asked to support other members of the team in a wide range of tasks. These tasks may include (but are certainly not limited to):

- Confirming timesheets
- 'Chasing' late timesheets
- Dealing with incoming and outgoing mail
- Loading data of various kinds on to LCAS (London Care Administration System)
- Sending and pursuing employee reference requests
- Any associated filing
- Arranging interview or supervision appointments for staff
- Conducting telephone monitoring of services
- Assisting with quality audits
- Answering telephones and taking messages as appropriate
- Any other duties which may reasonably be required and requested by the Management of London Care Plc

#### 6. Person Specification

Applicants' suitability for the position will be assessed according to their ability to meet the following requirements in terms of key competencies and qualifications:

Key Competency	Essential	Desirable
<b>General</b>		
Literacy	✓	
Numeracy	✓	
Telephone Manner	✓	
Understanding of Equalities Issues		✓
Teamwork Skills	✓	
<b>IT and Office Skills</b>		
Word processing	✓	

<b>Key Competency</b>	<b>Essential</b>	<b>Desirable</b>
e-mail	✓	
Spreadsheets		✓
Internet/Intranet	✓	
Databases	✓	
Typing 40wpm		✓
Filing	✓	
Task & Time Management		✓
Note-taking	✓	
<b>Care Issues</b>		
Understanding of Community Care		✓
Relevant Knowledge of Care Standards		✓

<b>Qualifications</b>	<b>Essential</b>	<b>Desirable</b>
GCSE English (or equivalent)		✓
GCSE Maths (or equivalent)		✓