

JOB DESCRIPTION AND PERSON SPECIFICATION



Job title:	Care and Welfare Administrator
Reporting to:	Head of Care and Welfare
Location:	Office-based, Manchester city centre
Contract:	Permanent, part-time (four days per week) and must include working on Mondays
Salary:	£21,318 – £24,318 pro rata (dependent on experience)

Established in 1810, the Oddfellows is one of the largest and oldest friendly societies in the UK, with over 360,000 members across 97 branches nationwide. We're a non-profit mutual run by our members for our members and we do our best to improve the quality of people's lives through friendship, care and charitable support.

You will focus on supporting the recruitment of care and welfare volunteers (Welfare Visitors and Telephone Befrienders) who play a huge part in supporting members across Oddfellows Branches. This will include advising Branches on recruitment of paid care and welfare personnel and helping them follow established recruitment processes. For example, processing references and co-ordination of enhanced and basic DBS checks.

The post holder will assist existing staff and volunteers to navigate the DBS update service, maintain regular contact with Branches, and co-ordinate volunteer and staff inductions. The role will include staying up-to-date with best practice, including monitoring legislation and ways to support and enhance the volunteering experience.

Key responsibilities and accountabilities

1. Disclosure and Barring Service checks

Under the guidance of the Head of Care and Welfare to support Oddfellows Branches with the following:

- Offer information and guidance to enable Branch Secretaries to follow an established recruitment process
- Register some Branches as DBS checkers with the nominated umbrella body and support them to undertake checks for their volunteer Welfare Visitors
- Undertake DBS checks directly for Branch Secretaries and Branches who are unable to undertake checks locally
- Assist with DBS renewals and navigation of the update system

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2. Welfare Visitor administration

Act as the main point of contact with Oddfellows Branches in relation to registering and maintaining Care and Welfare Department administrative records for Welfare Visitors.

- Provide information, ID badges and register new Welfare Visitors and Telephone Befrienders
- Maintain the national Welfare Visitor and Telephone Befrienders database and mailing list
- Assist with the organisation and administration of training for Branch care and welfare personnel
- Produce regular reports around volunteer care and welfare capacity and induction activities

3. Care and Welfare (Welfare Visitors and Telephone Befriender) Inductions and training

Carry out regular online and in-person inductions for new staff and volunteers working in care and welfare roles.

- Planning and organising one-day induction workshops
- Ensuring needs of participants, including format and accessibility of induction content
- Preparing induction packs
- Review and ongoing development of induction content and resources
- Maintain a training calendar and share this with Branches and Care and Welfare personnel

4. Care and Welfare Department administration

Contribute to the smooth running of the Care and Welfare Department and efficient delivery of its benefits and services. This may include some regular tasks and some occasional cover for the following areas of work.

- Processing applications for the Society's Convalescence and Carers Respite Benefits, including financial administration and processing payment to providers and members
- Responding to telephone enquiries from members and Branches and referring to relevant personnel as appropriate
- Other administrative tasks to support the work of the Department when required

5. Teamwork and development

Work together with colleagues in the Care and Welfare Department, as well as other departments and Oddfellows Branches, to deliver the DBS project and support the effective delivery of care and welfare services to members.

- Participate in the planning and delivery of training for Branch care and welfare personnel
- Contribute, as a member of the Care and Welfare Department, towards the ongoing development of services to meet the needs of members
- Take an active role in identifying and working towards meeting own learning needs, to develop and maintain the skills and knowledge required for the role

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- Undertake occasional other duties, as agreed by the Head of Care and Welfare

Person specification

Essential

Strong administration background

- Able to work on own initiative to plan, organise and deliver a programme of work
- Able to accurately follow procedures and undertake tasks in an ordered way, with excellent attention to detail
- Able to prioritise a range of work in a busy office environment
- Good working knowledge of Microsoft applications and commitment to using IT to effectively support the work of the Department
- Strong literacy and numeracy skills eg financial administration

Communication and relationships

- Excellent interpersonal skills, including ability to communicate effectively with a wide range of people by phone, email and face to face
- Able to establish trust and build constructive working relationships with colleagues and Branches
- Awareness of the issues facing older or vulnerable people and their carers and ability to respond sensitively to member queries
- Ability to maintain confidentiality and act with discretion
- Able to understand complex information and present it clearly, in one to one and group settings
- Ability and commitment to working as part of a team, including working flexibly in response to the varying needs of the service and contribute towards ongoing development
- Commitment to maintaining and developing own skills and knowledge
- Being flexible, adaptable and able to embrace any development needs based on strategic objectives and requirements of the society

Desirable experience

Paid experience of the following:

- Supporting older or vulnerable people
- Working in the health and social care or voluntary and community sector
- An understanding of integrated care and understanding of current trends and good practice
- Experience of co-ordinating and supporting volunteers
- Familiarity with the DBS process and update service.

The package

The post is permanent, subject to a 3-month probation period. Annual holiday entitlement is 18 days actual plus Bank Holidays and an additional 3 days between Christmas and New Year.

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Normal hours of work are 9am-5pm and 9am-4pm on Fridays. The appointment is subject to a satisfactory Enhanced and Barred List DBS check.

How to apply

Please submit a CV with a covering letter of up to 500 words (one side of A4) to john.aitken@oddfellows.co.uk stating:

- a) Why you are interested in the post of Care and Welfare Administrator with the Oddfellows
- b) How your skills, abilities and experience match the requirements of the role

Please note we will only consider CVs that are accompanied by a covering letter.

Closing date

Midnight, Wednesday 21st Feb 2024

Interviews are provisionally booked for week commencing 4 March.

This will include a short exercise as part of the interview process.

Applicants must have eligibility to work in the UK.

For more information about the Oddfellows, visit our website: www.oddfellows.co.uk