**Job Specification**

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| **Title: Care and Welfare Administrator (DBS):** part time 21 hours per week |
| **Salary:** £21,000 – £23,000 ***pro rata***, depending on experience (£12,970 - £14,205 actual) |
| **Reports to:** Head of Care and Welfare |
| **Based:** The Oddfellows, Oddfellows House, 184-186 Deansgate, Manchester M3 3WB |
| **Background of the organisation:** |
| Established in 1810, the Oddfellows is one of the largest and oldest friendly societies in the UK, with over 310,000 members across 129 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.  Each Oddfellows Branch has a paid Secretary and most have local volunteer Welfare Visitors to offer support to their members. A small Care and Welfare Department in the national Oddfellows office (Unity Office), offers advice and support to local Branch welfare teams and to Oddfellows members directly.  **Background to the Post:**  The Society has recently reviewed its Branch welfare service and is in the process of rolling out a programme of work to undertake Disclosure and Barring Service checks for its welfare personnel. The process has been developed and piloted and is now ready to be implemented across the Society. The Care and Welfare Administrator is a new post and will have primary responsibility for supporting Oddfellows Branches to undertake DBS checks. They will also provide general administrative support to the Welfare Visitor scheme, and other areas of the Care Department’s work to ensure the efficient delivery of services to members and Branches. |
| **Key responsibilities and accountabilities:** |
| 1. **Disclosure and Barring Service checks**   Under the guidance of the Head of Care and Welfare, deliver the roll out of DBS checks across the organisation. Support Oddfellows Branches to follow agreed procedures to undertake DBS checks for their care and welfare personnel.   * 1. Offer information and guidance to enable Branch Secretaries to put the required policies and procedures in place to undertake DBS checks   2. Register Branch Secretaries as DBS checkers with the nominated umbrella body and support them to undertake checks for their volunteer Welfare Visitors.   3. Undertake DBS checks directly for Branch Secretaries and Branches who cannot undertake checks locally.   4. Monitor progress and keep accurate records of the above with absolute regard for confidentiality, data protection and DBS regulations.   **2. Welfare Visitor administration**  Act as the main point of contact with Branches in relation to registering and maintaining Care Department administrative records for Welfare Visitors.  2.1 Provide information, ID badges and register new Welfare Visitors  2.2 Maintain the national Welfare Visitor database and mailing list.  2.3 Assist with the organisation and administration of training for Branch care and welfare personnel   1. **Care and Welfare Department administration**   Contribute to the smooth running of the Care 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.  3.1 Processing applications for the Society’s Convalescence and Carers Respite Benefits, including financial administration and processing payment to providers and members.  3.2 Providing administrative support to the Society’s Legal Aid scheme, including keeping records of applications and monitoring the progress of cases.  3.2 Responding to telephone enquiries from members and Branches and referring to relevant personnel as appropriate.  3.3 Other administrative tasks to support the work of the Department.   1. **Teamwork and development**   4.1 Work together with colleagues in the Care Department, as well as other Unity Office departments and Oddfellows Branches, to deliver the DBS project and support the effective delivery of care and welfare services to members.  4.2 Participate in the planning and delivery of training for Branch care and welfare personnel.  4.2 Contribute, as a member of the Care and Welfare team, towards the ongoing development of services to meet the needs of members.  4.3 Take an active role in identifying and working towards meeting own learning needs, to develop and maintain the skills and knowledge required for the Post.  4.4 Undertake occasional other duties, as agreed by the Head of Care and Welfare. |
| **The person:** |
| **Essential**  **Strong administration background including:**   1. Able to work on own initiative to plan, organise and deliver a programme of work 2. Able to accurately follow procedures and undertake tasks in an ordered way, with excellent attention to detail 3. Able to prioritise a range of work in a busy office environment 4. Good working knowledge of Microsoft applications and commitment to using IT to effectively support the work of the Department 5. Strong literacy and numeracy skills eg financial administration     **Communication and relationships**   1. Excellent interpersonal skills, including ability to communicate effectively with a wide range of people by phone, email and face to face 2. Able to establish trust and build constructive working relationships with colleagues and Branches 3. Awareness of the issues facing older or vulnerable people and their carers and ability to respond sensitively to member queries 4. Personal integrity and ability to maintain confidentiality and act with discretion 5. Able to understand complex information and present it clearly, in one to one and group settings 6. Ability and commitment to working as part of a team, including working flexibly in response to the varying needs of the service 7. Commitment to maintaining and developing own skills and knowledge   **Desirable experience**  Paid or unpaid experience of the following   * supporting older or vulnerable people * working in the health and social care or voluntary and community sector * volunteering or supporting volunteers   Familiarity with the DBS process |
| **The package:** |
| **The post is permanent, subject to a 3 month probation period. Annual holiday entitlement is 18 days actual including Bank Holidays (+ 3 days between Christmas and New Year). Normal hours of work are 9-5 and 9-4 on Fridays; the working pattern for this part time post will be agreed on appointment. The appointment is subject to a satisfactory Enhanced + Barred List DBS check.** |
| **How to apply:** |
| **Please submit a CV with a covering letter of up to 300 words stating**  **a) Why you are interested in the post of Care and Welfare Administrator (DBS) with the Oddfellows** **b) How your skills, abilities and experience match the requirements of the post.**  **Please note we will only consider CVs that are accompanied by a covering letter.**  **Closing date: Monday 23 October**  Interviews planned for Thursday 9 November.  *Sorry, we are not able to contact unsuccessful applicants*  *You must have eligibility to work in the UK*  For more information about the Oddfellows go to [www.oddfellows.co.uk](http://www.oddfellows.co.uk) |