



Monitoring Assistant – Shared Lives North Yorkshire

Main

To undertake a wide range of administrative tasks and assist the Service Manager, Head of Service, Service Coordinator and Shared Lives Development Workers in the day-to-day support of running the office.

TERMS & CONDITIONS

Contract Type

This is a permanent contract.

Salary

£14,687.51 per year. (FTE £25,858). This salary is equivalent to PSS Fixed point 21.

Hours

21 hours per week, worked between Monday to Friday

Location

15 Town Hall, St Nicholas Street, Scarborough, North Yorkshire, YO11 2HG

Annual Leave

23 days per year pro rata. In addition to eight paid statutory bank holidays (bank holidays are pro rata for part-time staff).

Pensions

PSS operates an Occupational Pension Scheme with The People's Pension.

Conditions of Service

Offers of employment are made subject to the following conditions:

- a) Completion of medical questionnaire
- b) Receipt of two satisfactory references, including one reference from a current or most recent employer.
- c) Authorisation to work in the UK. Under the Immigration, Asylum & Nationality Act 2006 successful candidates will be required to produce documentation which demonstrates their authorisation to work in the UK. Documents may include; Passport; full birth certificate; UK work permit; Home Office letter.

KEY RESPONSIBILITIES

- To support the Shared Lives service to ensure that all training and checks required of the Shared Lives carers are completed and updated via the monitoring of records.
- You will also be expected to report on non-compliance and send out reminders/make telephone calls. You will also be expected to review files prior to

Shared Lives Development Worker visits to ensure quality and that all information are up to date.

- To operate and maintain files, including word-processing, databases and spreadsheets to facilitate efficient procedures, record keeping and information sharing and to inform monitoring and activity reports
- To communicate with Shared Lives carers to remind them of upcoming checks and training and to record on the contact sheet.
- To create a paper trail of reminders and support provided to Shared Lives carers to enable them to complete training and checks.
- Prepare paperwork and visit folders for Shared Lives Development workers prior to their visits to Shared Lives carers and people who use services.
- Work proactively as a part of the service team to maximise efficient and effective use of resources.

ADDITIONAL DUTIES

1. To actively participate in developing directorate, team and individual objectives and plans, and attend staff performance management and learning and development reviews.
2. The post holder is expected to be flexible in the performance of duties and to undertake any other duties identified as appropriate to the post.
3. All jobs are subject to change from time to time and this job description will be reviewed regularly and may be updated to include reasonable changes in consultation with the job holder.

JOB DESCRIPTION

This job description is a guide to the work you will be required to undertake and represents a range of responsibilities commensurate with the grade for the post. It does not form part of your contract of employment.

Person Specification**Job Title: Monitoring Assistant**

Requirement	Essential	Assess from:
	E= Essential D = Desirable	A = application I = interview R = references E = exercise/practical C = Copy of certificates
Attitude		
Commitment to, and demonstration of PSS's organisational behaviours and values	E	I
Self-starter able to work on own or collaboratively as part of a team	E	A,I
Excellent team worker and flexible approach with the belief that nothing is too much trouble	E	I
A passion for customer service, with commitment to equality and diversity	E	A,I
Strives for continuous improvement and development of self, professional knowledge and service delivery	E	I
Knowledge		
Office Administration	E	I
Microsoft Excel, Teams, Outlook and Access	E	A, I
Maintenance of files and record-keeping	E	I
Working with Information Systems and IT	E	I
Skills		
IT skills	E	A,I,E
Organisational skills, including the ability to collate, monitor, and other data/information	E	A,I
Oral and written communication skills, including the ability to liaise effectively with internal and external customers.	E	A,I
Experience		
Microsoft Excel, Teams, Outlook and Access	E	A,I, E
Customer Care	D	A,I
Team Working	E	A,I
Office Administration	E	A, I
Qualifications and training		
Level Two Diploma in Business Administration, or are working towards this	D	A
Have or be working towards an IT qualification	D	A