



Clarecare is a professional accredited social enterprise with charitable status, providing a range of person-centred services for over 57 years to individuals and families in Co. Clare. Current services include Family Support, Older Person Services and Bushypark Residential Addiction Treatment Services. Clarecare's headquarters are based in Ennis with local offices in Bushypark, Shannon, Kilrush, Killaloe and Ennistymon. Further information is available on www.clarecare.ie www.bushypark.ie

Our Vision: is to be the trusted quality care provider within our communities by supporting individuals and families to reach their full potential.

Our Mission: is to provide person-centred services to individuals and families within our communities.

Our Core Values: • Collaborate • Accountability • Respect • Empathy • Trust

JOB DESCRIPTION

Scheduling Admin. Assistant – Home Support Service – Shannon area Full-time Permanent Contract

ROLE: The Scheduling Administration Assistant will be responsible in this role for the co-ordination and management of the rostering process for frontline Home Support Workers working in the community as members of our Home Support Service. Home Support Workers deliver a model of care which is person centred, community focussed and has an appreciation of the needs of the service user. The successful candidate will work as part of the Home Support Service team in Clarecare and liaise regularly with same. Flexibility and willingness to travel is essential. You may be required to work outside of normal hours if necessary. Further training and supervision will be provided to the successful candidate.

OBJECTIVE: The Home Support Service aims to provide an efficient and smooth-running Home Support Service in Clarecare and throughout Co. Clare.

JOB RELATIONS: The successful candidate will work as part of a wider Home Support Service team in Clarecare and will link as relevant, with other relevant Departments/Services within Clarecare. This position reports operationally to the Home Support Area Manager with dotted line reporting to the Home Support Service Manager in Clarecare.

JOB LOCATION: The position is currently based at Clarecare's offices at Shannon Business Centre, Shannon, Co. Clare. Location will change once Clarecare's new Shannon build is complete. The successful candidate may be requested to travel to other Clarecare centre locations throughout Co. Clare in the course of his/her work as and when required.

CONTRACT/HOURS OF WORK: This is a full-time, permanent contract of employment. Working 5 days per week (Monday to Friday) inclusive. Hours of work are from 9.30 a.m. to 5 p.m. on a daily basis. Flexibility regarding work hours/work days is required.

ON-CALL OUT OF HOURS SERVICE: You will be required (mandatory) as a member of the overall Home Support Team to provide an out of hours on-call service under the terms in which the On-Call Service roster operates. This means you must be available to work, i.e. take calls from HSW's or Home Support Clients to respond to urgent or emergency situations outside of normal working hours (as follows):

Current on call hours of service:

Monday to Friday: 08:00 to 09:30 and 17:00 to 22:00 daily

Saturday: 08:00 to 22:00

Sunday (and Public Holidays): 08:00 to 22:00

You will receive an on-call payment upon the terms of which the on-call service roster operates.

ANNUAL LEAVE ENTITLEMENT: The yearly (Jan-Dec incl.) annual leave entitlement per annum for this full-time, permanent contract of employment is 26 days per annum excl. Public Holidays.

RESPONSIBILITIES OF THE POSITION:

General Responsibilities:

- To report to the Home Support Area Manager or designate.
- To adhere to Clarecare policies and procedures in relation to all work with Clarecare and ensure that they are consistently communicated and implemented within the Care Team.
- To maintain files in accordance with Clarecare standards in order to ensure that excellent record keeping practices are in place.
- To maintain the principles of confidentiality in all areas of work.
- To complete files and records as required by the Home Support Area Manager or designate.
- To work as part of the wider Clarecare Structure.
- To support the work of the Home Support Service within Clarecare.
- To attend supervision sessions with the Home Support Area Manager or designate.
- To maintain professional boundaries in all work with colleagues, peers, external parties, etc.
- To perform such other Home Support duties as assigned.

Specific Responsibilities:

- To support the delivery of a Home Support Service to circa 100 clients with circa 60 Home Support Workers and grow the Service.
- Setup and maintain Home Support Worker records in conjunction with Home Support Area Manager requests both on One Touch and Home Support Worker Files/Service User Folders.
- Ensure all Home Support Worker/Service user data is captured accurately on relevant system and escalated to Home Support Area Manager as relevant.
- Ensure all Home Support Workers required documentation is noted on One Touch and forwarded to the central Home Support Administrator for input on the relevant Service User file on a continuous basis.
- Attend training courses and meetings both in-house and at other Service locations to meet and enhance the Home Support Service being provided by Clarecare.
- Co-operate with the central Home Support Administrator in relation to Service User file audits and follow up on any areas for improvement, to ensure full audit compliance.
- Support administration of roster changes, annual/sick/other leave requests, cancelled calls on the OneTouch System by liaising with your Home Support Area Manager and other Home Support Area Managers/Operations Manager (where relevant) and ensure that the One Touch database system is fully updated and accurate.
- On a daily basis review all clock-ins and ensure any cover is confirmed on One Touch as appropriate, unscheduled calls, notes and messages from Home Support Workers on One Touch.
- Utilise the One Touch rostering/service user IT system to maintain and monitor staff rostering and any other requirements by the system.

- Notify the central Home Support Administrator of all Home Support Workers on sick leave/other types of leave and provide copies of sick leave certificates and other certs/forms as relevant.
- Provide back-up assistance to Home Support Area Manager by inputting timesheet entries where required.
- Conduct review of Home Support Workers timesheets and other reports ensuring accuracy of Home Support Worker timesheets for payroll and invoicing for sign-off by Home Support Area Manager and submit final reports with timesheets to Finance/IT Administrator.
- Liaise with Home Support Payroll and Finance regards billing of work.
- Be the “go to” person for the area on the One Touch Database system handling any issues relative to the One Touch Database system e.g. dealing with any roster issues, answer queries from Home Support Workers/Service Users, other Home Support Area Managers and Finance/IT administrator, weekly review of Home Support Worker app hours and suggest solutions to those operating and using the system.
- Assist the Home Support Finance & IT Co-ordinator in reviewing payroll and invoicing queries.
- Generate system reports in line with requests from Operations Manager and Area Managers.
- Implement internal audit process and report on findings within Home Support Worker HR records as per HSE Tender.
- Ordering and monitoring of supplies for the Homecare Service e.g. folders/envelopes, etc.
- Responsible for ordering of Home Support Worker record sheets, PPE including gloves, aprons and other Home Support Worker supplies as required.
- Contribute towards effective team working within Home Support Service & Clarecare.
- Identify and submit to the Home Support Area Manager, any relevant changes, improvements and solutions to stream line the end to end process within the Home Support service
- Responsible for ensuring the Home Support Workers/Service User rosters are maintained and updated with the best possible outcomes for the service user.
- In the absence of the Home Support Area Manager, provide cover and Undertake any other relevant duties as assigned.

REQUIREMENTS/QUALIFICATIONS FOR THE POSITION

Essential Requirements:

- Min. 2 years proven admin. experience preferably gained in a Home Support Service entity.
- Excellent attention to detail with a keen interest in accuracy of your work (particularly around data-inputting) and resolving issues e.g. system issues/process issues in a timely manner.
- Proficient in using Microsoft 365/ MS Office (Excel, Word, Outlook) and in-house database systems.
- Have a core understanding and previous experience in the use of an IT rostering/data management system – this will be a distinct advantage. OneTouch is currently used by Clarecare.
- Ability to foster positive working relations and be flexible and adaptable in one's approach to work.
- Ability to escalate issues to appropriate levels in Clarecare as the need arises.
- Self-motivated with a professional attitude.
- Capable of multi-tasking with high level organisational skills, time management skills and the ability to prioritise tasks.
- Ability to maintain and foster confidentiality at all times.
- Ability to work on own initiative and as part of a team.
- Strong organisational skills and the ability to work under pressure.
- Must be an effective team player.
- Possess excellent verbal and written communication skills.
- Any other duties as assigned by the Home Support Area Manager/Home Support Operations Manager leading to the enhancement and development of service goals.
- A positive 'fit to work' medical.
- A positive Garda vetting disclosure through Clarecare.
- Two positive written employment references from your current and most recent employer.
- Full clean driver's licence and willingness to indemnify Clarecare on your private motor insurance policy re use of car for business purposes.

Desirable:

- A qualification in administration.
- Knowledge of the philosophy and ethos of Clarecare.
- A multi-tasker who can organise and prioritise all aspects of this role.
- Experience of supporting with rostering/ data systems.
- Experience with One Touch IT system.

Salary on offer:

- The salary on offer for this position is commensurate with experience and is up to a max. of €33,045 gross per annum.

Employee Benefits include:	<ul style="list-style-type: none"> • 26 days annual leave per annum excluding 10 Public Holidays per annum. • Access to full terms of Clarecare's Sick Pay Scheme on successful completion of probation. • Defined Contribution Pension Scheme Membership (5-8% contributions matched by Clarecare) on successful completion of probation. • Death In Service Benefits x 4 times salary. • Free Employee Assistance Programme (EAP) Services for you and your family via VHI. • Payroll deduction facility for Hospital Plan cover with VHI, etc. • Cycle to Work Scheme. • Free access to Health & Wellbeing Programmes.
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NOTE: The foregoing contains an outline of the main duties and cannot be complete. Tasks may arise which may not appear to fall within this job description. You will be required to respond flexibly when adhoc tasks arise which are not specifically covered in this job description. This includes additional duties which may arise from an operational perspective or from future legislation affecting the Charities sector.