

SERVICES FOR INDEPENDENT LIVING (SIL)



JOB DESCRIPTION

Job Title: Homecare Administrative Assistant

Reports to: Registered Manager

Location: Head Office, Leominster

Hours: 37.5 Hours per week

Salary: £26,539.50 (£13.61 per hour)

Services for Independent Living (SIL) is a charity set up over 25 years ago with a mission to offer high quality care and to support people with disabilities. We provide services that enable people to lead an independent life within their own home and community. Our vision is, to enable people affected by disabilities to exercise choice and control, to live independent lives, and to actively participate in society.

Main purpose:

Reporting to the Registered Manager the Homecare Administrative Assistant will provide support across the team, through a wide range of administrative and front-line service delivery to facilitate the efficient operation of the organisation.

Responsibility areas:

Operational

- Taking on call telephone calls into the service from support workers and service users. This could be during office hours and out of office hours depending on the rota. These calls may require:
 - Finding cover for shifts at short notice.
 - Responding to any enquiries received.
 - Logging support workers on and off shifts using Access software.
- Updating and maintaining all databases accurately, collating all information as required
- Provide administrative support to Homecare
- Compile information to send weekly and monthly invoices to service users
- Support the team with Reports, auditing, and archiving
- Set up new Support Workers and Service Users on Access
- Distributing and setting up mobile phones for Support Workers
- Monitoring levels of stock of mobile phones
- High level of discretion when handling confidential information
- Ensure all information is secure and confidentiality of information is maintained at all times following GDPR regulations

Services for Independent Living, 1 Owen Way, Leominster, Herefordshire. HR6 0LA
Registered Charity No: 1099020

- Provide cover for reception as required during periods of absence

Planning

- Use Access Software to manage staff rotas, ensuring adequate coverage for all shifts.
 - Respond to last-minute changes and update schedules accordingly.
 - Coordinate with care staff to confirm availability and shift assignments.
- Able to manage time effectively, including planning of own workload
- Checking support workers have met their correct contracted hours before rotas are distributed
- Monitoring annual leave requests to ensure sufficient resource is available at all times

Learning and Development

- Complete any mandatory training
- Attend relevant training courses to support the role
- To attend meetings and supervisions as requested and actively contribute to the service
- Identify personal development

These duties may vary from time to time without alteration to the general character of the post or level of responsibility entailed. It is expected therefore that the post holder will undertake any other duties commensurate with the grading of the post and allocated by the Head of Service or, in their absence, the CEO.

This post is conditional to an Enhanced and Barring Service (DBS) Check.

The post holder must show clear commitment to **SIL guiding principles**:

- Partnership
- Respect
- Innovation
- Diversity
- Equality
- Strength-based

July 2025

PERSON SPECIFICATION



Criteria	Essential	Desirable	Evidenced by:
Education & Knowledge	Evidence of a good general education including GCSE Mathematics and English above grade C or equivalent	Level 2 Diploma Health & Social care	Application Form and certificates
Skills	<p>Working knowledge of Microsoft Word, Excel and Outlook</p> <p>Excellent verbal and written communication</p> <p>Good organisational skills</p> <p>Ability to manage time effectively and work independently</p> <p>Ability to multi task and prioritise tasks effectively</p> <p>Key attention to detail and problem solving skills</p>	<p>Knowledge of Health & Safety practices</p> <p>Previous experience of using Access or equivalent software</p>	Application form, Interview and certificates
Experience	<p>Previous administrative experience</p> <p>Ability to maintain confidentiality and follow GDPR guidelines</p>	<p>Working in Health and Social Care Sector</p> <p>Experience of care and support planning</p>	Application form and Interview
Other	<p>Self-motivated with the ability to influence others</p> <p>Work well as a team member</p>		Application Form and Interview

	Friendly, tactful and calm		
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