



Job Title:	Volunteer Emergency Card Scheme (ECS) Administrator
Reporting to:	Service Delivery Manager (Adult Services)
Work Base:	Sanford House, Sanford Street, Swindon, SN1 1HE
Hours of Work:	5 hours minimum <u>/week</u> (can be more)
Job Purpose:	To support the ECS Administrator with the administration of the Emergency Card Scheme (ECS)
Direct Reports:	None

General Responsibilities

- To support the ECS Administrator to operate and oversee the ECS waiting list on Charity Log effectively making sure carers are supported in a timely manner.
- To undertake general administration tasks to support service delivery of the Adult Carer Service.
- Supporting with ECS carer mailshots.
- General administration tasks as requested by Service Delivery Manager.

Specific Tasks

- To support the ECS administrator to contact carers wishing to join the ECS and assist with completing their individual ECS plans, and then sending carers a copy of their plans and their ECS cards.
- To complete reviews and update the plans in a timely manner as directed by the ECS administrator when changes to carers ECS plans are required.
- To send the plans (new and reviewed) to Swindon Borough Council, in a timely manner and as per process.
- To support the ECS Administrator to follow up on any questions or concerns following return of the ECS monitoring forms from Swindon Borough Council.
- To support the ECS Administrator to deactivate ECS plans once the dependant or carer becomes deceased or inactive, informing Swindon Borough Council, and following SCC internal bereavement process where applicable.
- To deactivate ECS plans as requested by the carer whilst informing the ECS Administrator.
- To enter and update carer data on the Charity Log database and in conjunction with the ECS Administrator.

Relationships

- To work collaboratively with the Service Delivery Team to ensure our carers, stakeholders and the wider community receive a high-quality service when contacting the organisation.

Other

- To assist with the induction of new staff, volunteer, and student placements.
- To contribute to promotion of Swindon Carers Centre activities and campaigns.
- To attend meetings, conferences, and training relevant to the role as required and appropriate.

- To keep informed of new developments and legislation affecting carers.
- To role model the Swindon Carers Centre Behaviours Framework at all times.
- To have a commitment to your own personal development, a willingness to participate in individual supervision and to undertake relevant training opportunities.
- To support the Service Delivery Management Team in the production of monitoring reports and other Centre information requirements.

Special Conditions

- Swindon Carers Centre is committed to safeguarding and promoting the welfare of children and adults with carer and support needs and expects all staff and volunteers to share this commitment.
- Team working is essential to the smooth running of the organisation. It is the nature of the work that at times, responsibilities and tasks may be unpredictable and varied.
- Flexible working hours including some evenings and weekends may be required.
- Due to the nature of our work with vulnerable individuals a Basic Disclosure and Barring Service (DBS) is required for this post.
- The Centre operates a 'no smoking' policy.
- Due to any potential conflict of interest, and not wishing to add any additional pressure to our carers, Swindon Carers Centre are unable to recruit volunteers into this position who are currently receiving carer support from us or are active on our database. Ex Carers will be able to apply for this role, after 3 months must have lapsed from being in a caring role and registered with us.
- All staff are expected to:
 - recognise, support, and embrace the Mission and Values of Swindon Carers Centre,
 - prepare for and participate in regular supervision sessions and the annual appraisal process as part of their performance management, and to support further personal development and training opportunities,
 - carry out their duties and responsibilities with due regard to the policies and procedures of Swindon Carers Centre.

Person Specification

Qualifications/ Education and Training	Essential/ Desirable
Experience of working in a community health/social care setting	E
Personal Qualities/ Attributes	Essential/ Desirable
Self-confident	E
A flexible / adaptable approach to working practices	E
Ability to communicate effectively and clearly both verbally and in writing	E
An organised and systematic approach	E
Confident and articulate communication skills; able to communicate effectively face-to-face, via telephone and email, with people at all levels	E
Knowledge, Skills and Experience	Essential/ Desirable
Ability to organize and prioritise own workload and manage time effectively	E
Computer literate and able to use basic Microsoft Office including e-mail, internet, and database	E
Experience of working in a team	E
Effective record keeping skills	E
Experience of working in the voluntary sector	D
An understanding of general unpaid carers issues	D