

JOB DESCRIPTION

Post Title: Admissions Coordinator	
Department: Communities and Wellbeing	Post No:
Division/Section: Adult Operations	Post Grade: Grade 9
Location: Killelea House	Post Hours: 37
<p>Special Conditions of Service:</p> <ul style="list-style-type: none"> To be flexible with hours of work and work when the needs of the service require which could be between 7.30am and 10.30pm, across a 7 day week. To work in all areas across the borough. To be able to drive and use own vehicle and possess the relevant <i>business use</i> insurance. Satisfactory DBS disclosure at the enhanced level to be renewed in line with the authority's timescales. To use a work's mobile phone to allow contact during working hours and use other electronic and IT equipment such as tablets, laptops and electronic monitoring devices in the course of daily duties. To work in accordance with the Care Quality Commission (CQC) regulations. To meet and maintain the standards in the Choices for Living Well Handbook To maintain a high standard of personal appearance and cleanliness including wearing, maintaining and safekeeping of uniform 	
<p>Purpose and Objectives of Post:</p> <ul style="list-style-type: none"> To support the admission of customers coming into the service from the community and hospital effectively. Coordinate all aspects of admission into the service to ensure a smooth transition for customers. To ensure appropriate referrals are accepted into the service. To educate and inform professionals and teams outside of the service on the criteria and goals for the service. To ensure service efficiency by managing referrals into the service, ensuring appropriate progression to independence for customers. 	
Accountable to: Executive Director of Communities and Wellbeing	
Immediately Responsible to: Wellbeing Manager/ Registered Manager	
Immediately Responsible for:	

Relationships: (Internal and External)

- All staff within the Department and across the Council.
- Pennine Care, Pennine Acute Trust, 3rd Sector and independent organisations, Police, and other statutory organisations
- Customers, carers, families and members of the public.

Control of Resources:

- Mobile phones
- ICT equipment
- Other resources delegated to the post holder

Duties/Responsibilities:

1. To promote the service ensuring that other agencies and teams understand who can be referred to the service.
 2. To ensure correct and clear information about the service is provided to customers and their families.
 3. To communicate in an appropriate, dignified, open and accurate manner, respecting confidential information in line with the authority's policies.
 4. To screen referrals against the service criteria, ensure the referral process is adhered to, and make decisions to accept or reject referrals that do not meet these requirements.
 5. To meet with customers during the referral process and to manage their expectations of the service.
 6. To ensure customers understand the dynamics and outcomes of the service including the need for therapy and self management where identified.
 7. To coordinate all aspects of the admission process including arranging transport, medication, belongings and personal care where required, to support the smooth transition process.
 8. To establish good working relationships with other teams to ensure appropriate referrals are made and expectations are managed.
 9. To discuss admission arrangements with customers and families and deal with enquiries personally, over the telephone or through email.
 10. To work as part of a multidisciplinary team to provide a seamless service that is centred on the individual customer, including attending multidisciplinary team meetings.
 11. To understand the changing demands on the service and keep updated on service capacity in a number of settings.
 12. To contribute to the safeguarding of adults and take steps to protect customers from any form of abuse or neglect and use the appropriate reporting mechanisms to inform management of any concerns, in line with the Safeguarding Adults policy.
 13. To liaise with colleagues in the service, keeping them informed of developments and issues as they unfold.
 14. To maintain clear and accurate records in accordance with the authority's policies and procedures. This will be achieved through the appropriate use of mobile phones, tablets, laptops, computers and electronic monitoring.
 15. To accurately record data according to the requirements of the service.
 16. To use the Care Management IT system effectively and competently.
 17. To identify and make recommendations to management on service improvements in area of responsibility
- As an employee of Bury Council you have a responsibility for, and must be committed to, safeguarding and promoting the welfare of children, young people and vulnerable adults and for ensuring that they are protected from harm.

- Bury Council is committed to equality, diversity and inclusion, and expects all staff to comply with its equality related policies/procedures, and to treat others with fairness and respect.
- The post holder is responsible for Employees Duties as specified with the Corporate and Departmental Health and Safety Policies.
- **Health and Wellbeing** -As an employee of Bury Council you should contribute to a culture that values and supports the physical and emotional wellbeing of your colleagues

Where an employee is asked to undertake duties other than those specified directly in his/her job description, such duties shall be discussed with the employee concerned who may have his/her Trade Union Representative present if so desired. (See paragraph 203 of supplemental Conditions of Service)

Job Description prepared by:

Agreed correct by Postholder:

Agreed correct by Supervisor/Manager:

DEPARTMENT FOR COMMUNITIES & WELLBEING

ADMISSIONS COORDINATOR

CORE BEHAVIOURS FOR THE POST (Please tick those relevant)			
Commercial Thinking & Analysis		Planning	✓
Customer Service	✓	Developing Self & Others	
Delivering Results	✓	Teams, Networking & Partnerships	✓
Values, Ethics & Diversity	✓	Adapting to Change	✓
Delivering a Quality Service(Continuous Improvement)	✓		

SHORT LISTING CRITERIA	ESSENTIAL	DESIRABLE
Prior to Appointment Appointment is subject to a satisfactory disclosure from the Disclosure and Barring Service	✓	
IT literacy skills	✓	
Decision making skills	✓	
Knowledge of Health and Social Care	✓	
Understanding customers' needs	✓	
Diploma in Health and social care or equivalent		✓
Ability to develop and sustain good working relationships with stakeholders and partners	✓	
Organisational skills	✓	
Ability to manage partnership relationships effectively	✓	
To be assessed as competent in the relevant Choices for Living Well Competency Framework by the Registered Manager	✓	

CRITERIA FOR INTERVIEW AND OTHER ASSESSMENT METHODS

The short-listing criteria listed plus the following:

ASSESSMENT METHOD	CRITERIA
Taster Day	<ul style="list-style-type: none">• Understanding customer needs and maintaining independence
Taster Day/ Group work	<ul style="list-style-type: none">• Working effectively as part of a team• Ability to treat people equally with fairness and respect
Taster Day/ Observation Exercise	<ul style="list-style-type: none">• Effective communication• Ability to treat people equally with fairness and respect• Understanding customer needs and maintaining independence
Taster Day/ Written Test(s)	<ul style="list-style-type: none">• Effective communication• Ability to plan and use own initiative
Taster Day/ Interview	<ul style="list-style-type: none">• Ability to treat people equally with fairness and respect• Understanding customer needs and maintaining independence