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| **EXPECT GROUP OF COMPANIES** |
| **Administration Duties** |
| **Scope**This procedure describes the roles and responsibilities of staff for the administration task in the service. |
| **Related Documents**MA003.1 Stationary Order FormHS027.3 PPE Order FormLocal Administration Lists, Diaries, Schedules etc. |
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**EXPECT**

**ADMINISTRATION DUTIES**

# AIMS

* All visitors are received in a helpful and courteous manner.
* Administrative duties support the efficient running of the home.

# STANDARDS OF EXCELLENCE

* Staff support the Head of Care/Team Leader in the efficient running of the home.
* Staff carrying out administrative duties are pleasant, helpful and courteous to Service Users, relatives, visitors and the general public.
* The meeting of the requirements of this procedure are monitored and audited by the Head of Care and any necessary corrective action is taken.
* Services develop their own administration duties procedures taking into account the needs and wishes of Service Users.

# LOCAL ADMINISTRATION DUTIES

## The Head of Care shall ensure local administration duties are developed in each service and these are communicated to all staff via suitable media e.g.: Lists, Diaries, Communication Books and Planners etc.

# GENERAL REQUIREMENTS

## Local administration duties should facilitate the smooth running of each service, however, general good practice should be exercised in all services as follows:

## DAILY DUTIES

### Visitors to the home shall:

#### be greeted appropriately;

#### if they are unknown to staff or Service Users, be asked for some form of identity;

#### if they are not able to be identified, asked to come back later with some identification;

#### where required, be asked to sign the visitors log.

#### where there identity has been established, shown to the person who they are visiting.

### The telephone is often a person's initial contact with your service, it is therefore important that the phone is answered speedily and courteously. Therefore the telephone should be answered, whenever possible, within six rings and the person answering the phone should ensure:

* they speak slowly, clearly and courteously;
* they give the name of the service;
* they give their name;
* the date and time of the receipt of any messages is recorded;
* if they are in any doubt ask the caller to repeat their message;
* they do not under any circumstances give out personal information about any staff or Service Users;
* Where a caller claims to be e.g.: a Chemist or GP check their identity by returning the call to their verified number;
* if a request for information is received and the caller cannot be verified ask them to put the request in writing;
* any agreement to return a call is honoured.

## Incoming mail shall be sorted by staff and distributed to the correct individuals.

## Post shall only be opened by the person it is addressed to, however assistance shall be offered to Service Users, if they need it, with opening their own post.

## Outgoing mail shall be sorted and posted in the local post box or placed in the internal mail pile accordingly.

## Staff shall notify the Head of Care of any significant changes in the health or welfare of a Service User.

## Complete all documentation required in Service Users PCP, including but not limited to:

### “What you and I did today”;

### Diet sheets;

### Health records etc.

## Complete necessary service checks in line with core and local procedures e.g.: medication, fridge freezer temperatures etc.

## Incident Forms must be completed online and forwarded to the Head of Care via email.

## Staff must make records of all communication with external agencies e.g. pharmacy, housing etc. in the communication book or designated record(s).

## General office duties, filing, etc.

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# WEEKLY DUTIES

## A nominated member of staff go to head office to:

* collect internal post.
* deliver internal post;
* collect supplies of PPE.
* Collect household monies this must be before Friday 2:00pm

## By Sunday: staff on duty shall ensure that:

* The weekly medication check is completed and recorded as per Procedure CA005;
* the handover sheet is completed, filed and replaced with a new one;
* Where provided by Mobility, a Vehicle Check is completed and recorded by the person designated to be in charge of the vehicle;
* The Fire Alarm is tested recorded and signed in Fire Record Book;
* The weekly Health and Safety check to be carried out by a nominated member of staff, (yellow health and safety book) completed and signed and any appropriate action required taken.

# MONTHLY

## A designated member of staff shall record House Meeting Minutes as per Procedure.

## The member of staff on duty at the end of the month shall complete a full financial check of budget sheets for Service Users and the service and send the documents and receipts to head office.

## The designated member of staff performs the emergency lighting test and other monthly checks and records this in the health and safety file.