



Job Title:	Homeless Service Administrator	Job Band:	Band 7
Reporting to:	Homeless Service Manager	Size of Team:	102
Direct Reports:	0		

The Homeless Service Administrator is responsible for supporting Homeless Service personnel in a broad range of administrative duties including monitoring of service delivery and data collation and procurement and preparation of equipment for outreach clinics.

Key Responsibilities

- Manage and implement all aspects of maintaining client monitoring information, client medical records and volunteer records in line with St John Ambulance local and national procedures.
- Ensure that Homeless Service records comply with the principles of the Data Protection Act, St John Ambulance data protection protocols and the requirements of the Disclosure and Barring Service in respect of confidentiality of data.
- In liaison with the Coordinators to ensure all Homeless Service equipment is regularly maintained and tested as appropriate and records kept accordingly.
- Deliver and collect client records and stock to SJA homeless clinic venues around Brighton and prepare the Treatment Centre and equipment for outreach clinics including laundering volunteer jackets as required.
- Liaise with SJA Homeless Service volunteers including confirming whether they are able to cover shifts, and take necessary action following cancellations.
- Collate client survey responses and present results in report format including tables and charts where necessary.
- Review and make recommendations regarding improvements to the current systems and procedures which are specific to the role.
- Provide administrative support to the Homeless Service Manager, the Brighton and Hastings Coordinators and Homeless Training Officers including minute taking and circulating of reports and agendas in a timely fashion.
- Be responsible for regular stock checks, procurement of clinical and office equipment, client clothing, polo shirts and name badges (for volunteers) and refreshments.
- On occasion to work flexible hours including some evening work.

You will

- Be able to work on your own initiative
- Have willingness to learn and adapt new skills
- Be willing to work out of office hours on occasion
- Be willing to work as part of a team



BE PART OF A LIFE SAVING TEAM



Person specification

This is a specification of the experience, skills etc. that are required to effectively carry out the duties and responsibilities of the post (as outlined in the job description) and forms the basis for selection.

Requirements	Essential	Desirable
Education and Qualifications		
Educated to GCSE level or equivalent (Grade C)	✓	
NVQ in administration or similar.		✓
Further or higher education or equivalent		✓
Experience		
Experience of office administration.	✓	
Experience of direct client/customer care	✓	
Experience of database management	✓	
Experience of working in the voluntary sector, or with volunteers.		✓
Skills, knowledge and abilities		
Excellent interpersonal skills with ability to communicate effectively at all levels	✓	
Ability to use Microsoft® applications at intermediate level	✓	
Ability to collate information and produce in relevant and professional formats e.g. in statistical format, graphs or charts.	✓	
Good understanding and demonstrable knowledge of data protection requirement and the handling of confidential information.	✓	
Excellent self-management and time management skills.	✓	

This job description is intended as an outline indicator of general areas of activity and will be amended in light of the changing needs of St John Ambulance. It is expected that the post holder will be as positive and flexible as possible in using this document as a framework.

Initials: MB

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