



Team Assistant

Salary: Band 4 - £24,420 - £25,652 p.a.

Permanent

37 hours per week

Portsmouth City Council is committed to safeguarding and promoting the welfare of vulnerable adults and expects all staff and volunteers to share this commitment.

Why work for the Continuing Care Team

We are looking for people who have the enthusiasm and passion to join our team. We provide person centred care to our clients and help to encourage independence as part of enabling them to make choices and live their own lives

We will support you and train you, we are very proud of our comprehensive training programme.

Main Duties:

- To manage brokerage requests, which could involve adding to the brokerage system or sourcing by telephone or email with providers, nursing home or residential care placements as required for Continuing Healthcare, Continuing Healthcare Fast Track, Temporary funded ECR and Temporary funded Continuing Healthcare funded individuals as required.
- To manage brokerage requests for domiciliary care packages funded by Continuing Healthcare, Continuing Healthcare Fast Track, Temporary funded ECR and Temporary funded Continuing Healthcare as required. This could involve sending the requests to the Care Purchasing team to add to the brokerage model or sourcing by telephone or email with providers.
- To gain funding approvals as required for residential and nursing home placements and packages of care from the relevant approver(s) as required.
- To request orders are setup for residential/nursing home or domiciliary care packages of care/ placements as required.
- To process completed assessment of needs forms when received from nursing homes / residential homes; checking funding is approved before adding them to syst1 and requesting an order is raised.
- To liaise with providers or colleagues for admissions to hospital to ensure funding arrangements are reviewed and ceased as required.
- To work with finance and care purchasing colleagues to resolve order and payment queries.

- To review retention files and amend retention labels monthly or as required.
- To complete relevant CQC, Health and Safety and Quality checks on providers outside of the Portsmouth boundary as required.
- To receive and make telephone calls to providers, colleagues, stakeholders, other local authorities, ICB's and CQC or other contacts as required.
- To communicate with (by email, on the telephone, on Teams or in person) with stakeholders and providers or other contacts as required.
- To resolve queries received into the team email inboxes as required.
- To attend meetings in person or via MS Teams as required.
- Managing team post as required.
- Photocopying documents as required.
- Scanning documents as required.
- Taking phone calls and redirecting as required.
- Minute taking at relevant meetings, typing the minutes, and distributing as required.
- Data entry: such as inputting of data on to SystemOne or SharePoint and keeping Excel spreadsheets updated as required. This isn't an exhaustive list.
- Amending team process documents as required.
- Updating spreadsheets and sharing as required.
- Staff sickness recording as required.
- Annual leave recording as required.
- Arranging meetings with staff outside of the team /looking in their diaries as required.
- Sending out appointment letters as required.
- Communicating verbally and in writing with clients and representatives and other health and social care agencies and providing and receiving sensitive information as required.
- Sending out relevant forms to Nursing Homes/Patients/GPs as required.

- Keeping duty rotas up to date as required.
- Emailing relevant teams with information regarding clients as required.
- Updating patient information i.e. addresses etc on SystemOne as required.
- Keeping the team email inboxes up to date and clear.
- Responsible for booking assessments and diary management of assessors as required.
- Supporting the team with projects and gathering information as required.
- Responsible for completing invoice reconciliation and updating the care management with appropriate funding approvals.
- Primary point of contact for all enquiries regarding NHS All Age Continuingcare (AACC) process.
- Ensuring all urgent and confidential communications are timely manner and in accordance with Information Governance requirements.
- Working with all team members in the collection of information for performance reporting.
- Other admin tasks as required.
- Acting in a way that supports and promotes Portsmouth City Councils equal opportunities Policy, which aims to ensure everyone has equal treatment and equal access to employment and services.
- contributing to Best value by working in an effective way, and to suggest and implement improved ways of working wherever possible

Who is the person?

You need to have:

- NVQ 2/3 would be advantageous
- Competent in using Outlook, Excel and Word. Training can be given for use of SystmOne & SharePoint.
- Excellent communicator on the telephone, in person, Teams and using email.
- Excellent attention to detail required as the work tasks require accuracy/thoroughness.
- Self-motivated and can work on own initiative.
- Can work in a fast-paced environment.



As part of any recruitment process, Portsmouth City Council collects and processes personal data relating to job applicants. Portsmouth City Council is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations under the General Data Protection Regulations (GDPR).

Completing and sending an application in for a vacancy is your consent for us to process your data for the purpose of recruitment. Your data is not used in any other way, and you can withdraw your consent at any point in the recruitment process and we will destroy or delete your information.

For more detailed information on what we collect, how we use, store, delete data and your rights you can access a privacy statement on our Job board.

Visit the Gov website to read the full notice.

You will need to demonstrate that you have the Right to Work in the UK. No post will be offered without it.