JOB DESCRIPTION

Job:	Administration Support Grade I
Location:	CDNT (based at Enable Ireland Cork Services, Curraheen, Cork) & PDSS
Contract Hours:	Up to 35hrs per week
Contract Type:	Specified Purpose & Permanent
Reporting to:	Designated Manager in Childrens' Services

Overall Purpose of the Post:
To provide a wide range of administration supports to the Children's Disability Network Team and Children's Services Manager

Duties:
Provide administrative supports to the Team as follows:

- Provide all necessary administration supports to teams and clinics as agreed with the line manager to include typing support, updating and maintaining databases and service user records, supporting the referral and discharge process, communicating effectively with families, professionals and colleagues.
- Provide typing services to support general clinic administration to include:
    - Letters, reports, submissions, mailings, memos, agendas, minutes (to include attendance at meetings as required), and any other correspondence as delegated.
- Assist with the preparation of files as requested under FOI and GDPR.
- Organise service user files in preparation for clinic appointments.
- Establish and maintain efficient office practices to support the efficient workings of the clinics
- Maintain effective filing and archiving (hard and soft copies) of Service/Service User records as required.
- Become proficient in the use of the Enable Ireland Information Management systems and databases such as CDNTIMS, Goldmine and other relevant databases.
- Provide reception/ switchboard support for break and leave cover or front of house support to the service by greeting visitors, answering the phone and directing queries to appropriate members of the team
- Inform families (via telephone and post) of scheduled appointments.
- Manage outgoing and incoming post in line with GDPR guidelines (i.e. logging same in database, distributing incoming post)
- Photocopy and scan documents and resources as requested.
- Complete tasks with high levels of attention to detail.
- Understand and work within Enable Ireland's code of confidentiality.
- Ensure that effective safety procedures are in place to comply not only with the Health, Safety and Welfare at Work act but also within Enable Ireland's policies and procedures.

Communication

- Ensure that good, clear and respectful communications and relationships are developed and maintained with service users and their families, colleagues, Childrens Disability Network Managers, Children Services Manager and Director of Service.

Training and Development

- To Participate in training programs and other developmental initiatives as identified by the line manager, Children Services Manager or Director of Services.

Flexibility

- The appointee is expected to have a high level of flexibility, and a willingness and ability to develop new approaches to their work as service needs require. Duties and responsibilities of any post in the services are subject and likely to change with the ongoing developments and needs of the services.
- The appointee will be required to carry out such other duties appropriate to their employment as may be assigned to him/her from time to time.

Quality Assurance:

- Contribute to the ongoing development and implementation of Enable Ireland quality assurance initiatives, including committee membership if required.
- Adhere to record keeping requirements in accordance with agreed procedures and legislation.
- Work to agreed standards of practice.

Equal Opportunities:

Enable Ireland is committed to taking action to develop employment processes which are fair and free from unnecessary bias and services capable of offering sensitive and effective support with due regard to diversity and difference. As such the policy of equal opportunity relates to all present and future employees and to all present and potential users of the service.

The post holder will carry out the above duties in line with Equal Opportunities Guidelines respecting the different backgrounds of colleagues and clients

Confidentiality:

Enable Ireland has a code of confidentiality. All staff working within Enable Ireland are bound by the code of confidentiality. All information that is obtained through work with residents, their families and carers is strictly confidential and must not be shared outside Enable Ireland unless acting on the instructions of the Director of Services

To minimise exposure to breaches of GDPR, strict compliance is required in the course of carrying out the duties of this job and working with others. This will include but is not limited to compliance with Enable Ireland's suite of GDPR Policies & Procedures, attending all GDPR Training sessions and ensuring personal responsibility for implementing safeguards and measures as directed.

This description is not restrictive and the post holder may be required to carry out other duties as requested by the Director of Services, CDNM and Children Services Manager. The post holder may be redeployed to Enable Ireland adult service units within the Cork area when required.

Terms & Conditions

Responsible to:	Designated manager within Childrens' Services.
Probation:	A probationary period of up to 6 months may apply, wherein three probationary meetings will take place to review your performance and suitability for appointment. The company reserves the right to extend the probationary period on an exceptional basis if it is deemed that the extension would be your interest. In any case, this will not exceed a period of 9 months. The probationary period may also be extended to facilitate statutory leave.
Salary:	The current salary scale for this post is €29,945 to €46,912 LSI per annum pro rata for less than 12 months service.
Annual leave:	Annual leave entitlement is 30 days per annum and proportionately less for less than 12 months service.
Pension scheme:	Enable Ireland operates a contributory pension scheme which all staff may join following their start date.
Medical:	The successful candidate may be required to undergo a medical assessment.
Garda Clearance/ Police Clearance:	These will be required for all prospective staff who undertake relevant work or activities relating to children or vulnerable persons.
Sick Pay: (If applicable)	All periods of sickness exceeding two days must be medically certified**.** Weekly medical certificates are required thereafter. The Company reserves the right to have you examined by its own Doctor after 3 months continuous sick leave. Upon completion of 6 months continuous service with the Company sick pay will be as follows: Full pay less social welfare for the first 13 weeks of sickness in any 12 month rolling period and half pay less social welfare for a further 13 weeks of sickness absence in the same 12 month rolling period
Redeployment:	In exceptional circumstances the organisation reserves the right to redeploy you to an alternative role that is suitable to your skills and experience.