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| **Job Title:** | **Care Support Advisor** |
| **Responsible To:** | **Care Support Team Leader** |
| **Accountable To:** | **Care Support and Complaints Manager** |
| **Working Pattern:** | **Mon- Friday 8:30-5:00 or 9:00-5:30 (1-hour lunch) 12-month FTC** |

**Our Values**

* Fulfilling Lives is our core purpose
* Every one of us makes a difference is the belief that drives us
* Caring, Passionate and Teamwork are the values that underpin everything we do

**Job Summary:**

The Care Support Team is a critical part of the Shared Services Hub team, who provides free advice and support, seven days a week. Their primary focus is to support those who are looking into care for a loved one. The support provided ranges from advising on our current processes, describing our care homes relative to the prospective resident’s needs and ultimately, guiding them through what can be a very sensitive journey. They will be empathetic and sensitive towards the enquirer, listening to their needs and tailoring their responses to meet those needs.

**Key Role Responsibilities:**

The Care Support Advisor will provide a professional, empathetic and understanding service to external callers. They must be adaptable to change and open to trialling new processes. The Care Support Advisor will be responsible for contributing to the overall team targets, which include a Service Level performance % and a Conversion performance %. Individual contribution is monitored, to support in delivering relevant training and coaching to increase performance. The performance of the team is circulated weekly to Executive members, and they are therefore pivotal in support the company to reach its occupancy targets.

The Care Support Advisor will need to be competent in several systems including the Microsoft package (Word, Excel primarily) Outlook and be able to navigate our internal care recording and CRM system.

**Key Accountabilities:**

* For showing empathy and understanding on every call, email, intranet response and having the ability to put themselves in the ‘customers shoes’
* Delivering excellent customer service
* For adhering to agreed Service Level Agreements and Key Performance Indicators
* For building great relationships internally
* Showing initiative and drive
* Excellent call handling skills
* Ability to use multiple systems simultaneously
* Ability to adapt to suit the audience
* Accurate with a high attention to detail
* A team player

**Customer Care**

* The operational teams, our residents and all visitors to our care homes are our customers. Therefore every person working in the Helpdesk team is a key component in the package of services that is provided to the care homes. Our service will be delivered in a timely fashion with a can-do attitude to ensure that residents live in an environment that is safe, clean, welcoming and above all is reflective of the quality care that underpins Care UK’s business.

### Health and Safety

As an employee of Care UK, the post holder has a duty under the Health and Safety at Work Act 1974, to:

* Take reasonable care of the health and safety of themselves and all other persons who may be affected by their acts or omissions at work.
* Co-operate with their employer to ensure compliance with Health and Safety legislation and the Health and Safety policies and procedures of the organisation, not intentionally or recklessly interfere with, or misuse, anything provided in the interests of health, safety, or welfare, in pursuance of any of the relevant statutory provisions.
* To ensure that adequate measures are taken to protect the health and safety of all staff including the maintenance and upkeep of a safe environment.

**Data Protection**

The post holder must at all times respect the confidentiality of information in line with the requirements of the Data Protection Act and the company’s ISO27001 accreditation.  This includes, if required to do so, obtain, process and/or use information held on a computer in a fair and lawful way, to hold data only for the specified registered purposes and to use or disclose data only to authorised persons or organisations as instructed.

* This list of duties and responsibilities is by not exhaustive and the post holder may be required to undertake other relevant and appropriate duties as reasonably required.
* This job description is subject to regular review and appropriate modification.

I confirm I have read and understand this Job Description

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| **Name of postholder** |
| **Signature** |
| **Date** |