

Job Description



Job Title: Digital Care Plan Administrator

Reports to: Registered Manager (Learning Disabilities)

Based at: Oak Trees, Norfolk Drive, Attleborough
(with occasional travel to outreach contracts)

Key Objectives of Role

1. To oversee and maintain Digital Care Plans (DCP) across the Learning Disability service.
2. To co-ordinate and deliver training on the use of the DCP system (Nourish).
3. To assist the Registered Manager (RM) with general administration, including the use of rotering software and processes.

Main Responsibilities

1. To act as first point of call for all queries regarding Nourish, including access for staff, other professionals and family/carers when appropriate.
2. To establish processes to ensure the high quality and consistency of DCPs is maintained.
3. To liaise with family members, service users and professionals in respect of care planning.
4. To co-ordinate and deliver initial and refresher training on Nourish.
5. To provide regular Nourish updates to staff team, usually on a 1:1 basis.
6. To ensure Positive Behaviour Support (PBS) is embedded within outcome-based care plans.
7. To build and maintain care plans for all Respite Service users – including ensuring emergency admissions are effectively onboarded.
8. To carry out regular quality audits of care plans, in partnership with the Training and Compliance Lead.
9. To work alongside Community Support Workers, Team Leaders, Managers and Directors to coach and support people through the care planning process.
10. To assist the Senior Management Team when reviewing Nourish as the chosen DCP platform and assist with the assessment of new products as they become available.
11. To establish and train a small group of Nourish administrators to deal with out-of-hours access issues.

12. To oversee the Digital Roterating Process (when introduced) and assist the Registered Manager with rota setting.
13. To ensure rotas are aligned and communicated.
14. To oversee the monthly submission of staff timesheets ensuring deadlines are met and any adjustments are reflected in the rota for payroll purposes.
15. To assist the Registered Manager with the collection of data and information for statutory returns.
16. To assist the Registered Manager to monitor Respite Payments via the NCC digital portal (ConTroc).
17. To assist with the administration of service user meal purchases, liaising with the Nutrition Lead as required.
18. To provide key performance information for inclusion within quarterly board reports.
19. To treat service users with dignity and respect at all times.
20. To support service users to achieve their individual goals and aspirations.
21. To take personal responsibility to uphold the Empanda Values – accountability, commitment, compassion and integrity.
22. To take personal responsibility for demonstrating the aims of the Empanda Equality and Diversity objectives.
23. To take personal responsibility for own Health, Safety and Welfare and that of colleagues in the workplace and service users.
24. To take personal responsibility for achieving value for money where appropriate.

Key Tasks

1. To create, maintain, monitor and develop high standards of practice through team working.
2. To regularly attend and take an active part in team meetings, ensuring they are used for open and honest discussion that enhances good practice.
3. To help create and maintain, within the staff team, practices which support the provision of a high-quality service to service users, including those whose needs and behaviour might prove challenging to the service.
4. To act in a way that supports an open and honest team process and thus ensures that the team works efficiently and effectively.
5. To receive support and supervision from line management, identify training needs and develop plans to meet those needs.

6. To maintain a level of proficiency in First Aid.
7. To maintain a knowledge and understanding of procedures in case of emergency.
8. To identify any actual or potential risks under the Health and Safety at Work Act and bring them to the attention of the Services Manager.
9. To provide a link for information, communication and support between the service and the carers and supporters of service users.

Person Profile

Selection Criteria A = Application form I = Interview T = Test D = Desktop or other practical exercises	Essential or Desirable (E, D)	Assessment Method (A, I, T, D)
Experience: 1. Experience and solid understanding of creating, reviewing and updating person-centred Care Plans and Risk Assessments within a Learning Disability service. 2. Use of different IT platforms and cloud-based apps. (full training provided) 3. A high degree of organisational skills and flexibility, able to prioritise own workload and respond to urgent demands when required.	E E E	A, I A, I A, I
Qualifications: 1. Understanding of Care Quality Commission (CQC) regulations and outcomes. 2. NVQ in Care (Level 3 or above). 3. Educated to GCSE level or equivalent.	E E D	A A A
Skills: 1. Use of Digital Care Plans. 2. Excellent attention to detail. 3. Excellent communication skills (both verbal and written English). 4. Ability to empathise. 5. Conscientiousness, care and compassion. 6. Ability to complete assessments in a person-centred way. 7. Ability to work unsupervised. 8. Proficiency in Microsoft Word and Excel. 9. Full driving licence (Business Class 1 Insurance).	E E E E E E E E E	A, I A, I A, I I A, I A, I A, I A, I A, I