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**OFFICE SECRETARY & PA**



**JOB DESCRIPTION**

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## WORKING AT CROSSWAYS' CARE HOME

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The purpose of this booklet is to provide some background information about Crossways' care home and working with those who experience enduring mental health difficulties. It contains a job description including basic terms and conditions and a policy on recruitment of offenders for prospective employees.

### **Brief History of Crossways**

In the mid-sixties seven people from two different churches living in Croydon responded to what was seen as a growing need. People with mental health problems were coming to their churches but apart from encouragement and support, there was very little practical help that could be given.

Together, these seven Christians formed Crossways Trust. Initially, two adjoining houses were rented offering accommodation for up to six people. Two of the founders moved in to be alongside those being supported. Crossways Trust became a Registered Charity in 1967. The driving principle being healing of the whole person in body, mind and spirit and ultimately if achievable, care for all ages.

In 1971 Crossways moved to Tunbridge Wells, opening up a registered care home. Over the next two decades, a further four properties were purchased providing a range of accommodation. In 1991 the organization's name changed to Crossways Community reflecting the support offered to people who live at Crossways. Our houses are places where people can come, feel accepted and gain insight into their lives. A safe place where people can grow and develop, gaining confidence.

### **What we have**

In the early 1990's, we decided to move away from just providing long-term provision in a care home and some separate rented accommodation in the town, and in 1995 we built a hostel for 18 people with staff support in a quiet area of Tunbridge Wells (near to the Kent & Sussex Hospital) with a short walk to the town centre. It was purposely designed with a mixture of separate space and shared areas so that the sixteen single bedsits each have their own individual ensuite shower and toilet but up to four people share a kitchen. There are also two self-contained flats. In continuing this move towards enabling greater independence, in 2007, we built 6 self-contained independent flats in the grounds of the hostel.

### **Our Ethos—The Heart of Crossways**

Crossways Community always endeavours to put Jesus at the centre. All the support and care staff are Christians, with a heart for serving God and vulnerable people through their work. Residents' needs are regularly prayed for, and there is a chapel/reflection time in the middle of each day where staff and residents alike can focus on God. As well as required care and support standards, Crossways' core focus is on Jesus, with the knowledge that His love can heal people and make them whole.

### **The Environment of Crossways**

Staff at Crossways' care home (No.8) and supported accommodation (Culverdale) work within national care and support standards, to ensure that residents receive appropriate care to meet their needs. Staff ensure that through regular contact with professionals such as psychiatrists, community psychiatric nurses and social workers, each resident's mental health needs are cared for. For many residents the friendships developed whilst living at Crossways, and being part of a nurturing community, is a stepping stone in itself to achieving stable mental health.

### **Equality and Acceptance**

In general, people with mental health difficulties can sometimes feel they are labelled unfairly. At Crossways, we believe that everyone is equal no matter what their needs are. Staff recognise that each resident is precious in God's eyes. Therefore, each person is treated with dignity and respect, with the hope that the residents will view themselves and each other in the same way.

### **Typical People at Crossways**

Most people come to Crossways because they have developed mental health problems in their teenage years or early twenties. They will be typically aged from twenty to forty-five and have a range of emotional or psychiatric problems. Some of these will be managed by medication, but mostly they will need to have a stable and supportive environment.

### **How does Crossways help?**

We aim to provide an environment where healing of the whole person can take place within a Christian residential setting. Therefore, we try to see the individual beyond the label. Most people are referred from hospital, whilst others may come from their own (or parents') homes. We offer the time and opportunity for people to lead normal lives in the community. Opposite our care home we have a hostel and six independent flats therefore we can support people with different needs

### **What do we want in a new member of staff?**

Working in a busy friendly office, you will need to be able to handle a variety of office/administrative skills: typing and constructing letters, responding to the telephone, acting as a PA for the manager, keeping the filing updated etc. Hence we need someone who is patient, able to multi-task and adaptable. There will be some minor contact with residents so acceptance of people with mental health problems is needed as Crossways is regarded as their home. This position would suit someone who wants to work part-time.

### **Further information**

If you would like further information about the actual job, or would like to have an opportunity to look around Crossways please contact Mrs Jacky Taylor on (01892) 529321 (we ask that people complete an application form first before being invited round).

### **Basic Terms & Conditions**

Work Place: You will be based in 8 Culverden Park Road, Tunbridge Wells, Kent TN4 9QX.

Hours Five days totalling 17.5 hours per week, approximately 10.00am—1.30pm, but subject to occasional variation and negotiation.

### **Salary & Benefits**

Basic Pay Basic Pay will be depending on experience/ability in the range of £9.09-£9.98 per hour

Pension Scheme Contributory Pension Scheme is open to all staff after three months' employment. Crossways contributes 7.5% of basic pay (3.5% for the first nine months of the scheme). Employees must contribute at least 2.5% of their salary.

Sick Pay Up to 7 weeks (pro rata equivalent). Full entitlement is achieved after three years' service.

Holidays Based on working 5 days a week, 28 days a year annual leave including Bank Holidays.

## JOB DESCRIPTION

**Post Title** Office Secretary & PA

**Responsible to** Registered Manager

### **Purpose of the Job**

To perform such administrative and secretarial duties as required.

### **Main duties of the post**

- To type/write letters, reports etc for and on behalf of the Registered Manager, with a high degree of confidentiality.
- To answer the telephone, take and record messages and give information as appropriate
- To undertake periodic reviews of the general office files and to ensure that filing is kept up to date. Backup of computer files monthly
- Administer the Staff training Programme (in-house and out-of-house), monitor staff needs to comply with regulations and requirements of the organisation. Involves phoning and booking through local training organisations. Pursue new training venues and providers where appropriate.
- Ensuring Staff files are in order
- Assist in preparation of Salary Sheets, keep records of annual leave and sick leave
- To undertake other office duties as required

### **General Duties**

- To have full regard for the customs, values and spiritual beliefs with the Christian aims of Crossways
- To be familiar with all the organisations and care policies at Crossways
- To attend training sessions as required and to keep up to date with relevant policy documents
- To respond to emergency situations in accordance with Crossways' policies in regard to fire and accidents, determining and taking appropriate action
- To be aware of the health and safety regulations, reporting any hazards or defects to furnishings and equipment to the Registered Manager
- To help ensure the security of Crossways and be conscious of general security reporting any matters of general concern to the Health & Safety Officer
- To carry out any other ad hoc duties as required by the Registered Manager

## ESSENTIAL QUALITIES

Willing to abide by Crossways' Christian Ethos.
Excellent English verbal and written communication skills
Good working knowledge of MS Word 2003/2007 / Excel / Publisher / PowerPoint / Outlook Express/Windows Mail. Ability to recognise and troubleshoot routine computer and printer problems.
Experience computer skills able to do forms/mail-shots etc
Good office skills: answering the phone, taking messages—filing and generally helping to organise the office
Able to work with more than one person
Able to prioritise and plan work (so as to meet deadlines)
Calm, confident, patient and flexible, good interpersonal skills, and able to work as part of a team, alone and unsupervised.
Able to manage personal stress appropriately
Tolerance and understanding of people with mental health problems.
Satisfactory references including an Enhanced CRB Disclosure & medical reference from your GP.

## DESIRABLE QUALITIES

Audio typing/shorthand
Knowledge of CQC (Care Quality Commission) is preferable

## RESPONSIBILITIES & ACCOUNTABILITY

Accountability	Responsibility	Standard
Salaries	Assist in preparation of data and to ensure that duty rotas check against pay role	100% accuracy required
Computers	Backup monthly transfer files & burn onto external hard drive. Daily checking and managing emails. Troubleshoot PCs and laptops and ensure computer files are tidy. Offer support where possible. Ensure printing supplies are kept up to date. Design and maintain office forms etc.	Ensure in the event of an emergency no data is lost. Contingency plan requirement
Resident & Staff Files	Ensuring that all files are up to date	100% accuracy required
Registered Manager	Typing correspondence, reports, etc., researching information. Provider visits and response	100% Accuracy required
CQC	Assist Registered Manager with Provider Visit Response Forms and all other Care Quality Commission related work.	100% Accuracy required
PA Duties	Daily checking, answering and forwarding of emails. Keep Registered Manager's diaries up to date. Making of coffee for Registered Manager's visitors and occasional assistance with hosting	100% Accuracy required
Policy review	Diary review dates, keeping records of monthly dates for when reviews take place.	100% Accuracy required
Office Duties	Ensuring that all documents to assist with the smooth running of the house are up to date. Diary meetings and events and keep diary up to date. Answer phone & monitor answer machine, record/relay information as appropriate. Annual archiving of both resident and staff files. Keep general office files up to date and tidy. Monitor office supplies and stationery cupboard. Keep various information and records up to date, e.g. fire, resident lists. Record and keep training records up to date. General office duties	100% Accuracy required

## ADDITIONAL INFORMATION REQUIREMENTS

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### REQUEST FOR A MEDICAL REFERENCE

If you are successful in being offered employment at Crossways subject to references, our policy is to contact your GP to verify that you are “physically & mentally fit for the work you are to perform.” This is normally a formality, and people with minor physical or mental health problems should not be affected. Please put on your application form if you feel there are any areas where you feel you might need additional support. We will give you more details of this if appropriate. Please note: we will not contact your GP unless we offer you the job subject to references.

### EMPLOYING PEOPLE WITH CONVICTION POLICY ON RECRUITMENT OF PEOPLE WITH A CRIMINAL RECORD

Crossways Community (Crossways) welcomes diversity in candidates and aims to promote equality of opportunity for all with the right mix of talent, skills and potential. A criminal record will be taken into account for recruitment purposes only where convictions are relevant. Crossways meets the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974, all applicants are offered employment subject to a Disclosure check from the Criminal Records Bureau before appointment is confirmed. This will include details of cautions, reprimands or final warnings, as well as convictions. All such information is strictly confidential. Having a criminal record in itself does not necessarily prevent a person from being appointed to any post. However, where it is felt, that a recent or serious offence might mean that a person presents a risk to vulnerable adults then that person cannot be appointed. Please note, there is little guidance in this area but we will endeavour to consider any information in accordance with best practice and the CRB Code of Practice. Discrimination against applicants or employed staff who have disclosed their criminal record is not permissible unless, the offence committed means that it would be inappropriate for us to continue to employ them.

#### **Factual Errors on a Disclosure Form**

Although the CRB has rigorous procedures to ensure accuracy, there may be rare occasions when errors appear. If you feel this is the case, we will suspend your application until the CRB can verify their records.

#### **Retention & Disposal of Disclosure Form**

Once we have received your Disclosure, we will keep it in a secure place for up to 6 months or as long as we are required then the section referring to any convictions will be securely disposed.

*This is an extract of the policies on Equal Opportunities, and The Use, Retention & Disposal of CRB Disclosures. Copies of which are available on request*

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This brochure is intended to give an outline of the position advertised. It may be subject to change. Full terms and conditions of employment will be issued if an offer of employment is made.

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