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| Job Title | Admissions Officer | 1. **Job Description Date** | November 2020 |
| Department/Team | Health & Wellbeing/ Social Care | 1. **(Level / Grade)** | TBC |
| 1. **Job Family** | TBC | 1. **Notice Period** | 4 weeks |
| 1. **Context** | | | |
| The RHC is a historic institution, providing a home and community for approximately 300 retired soldiers, known as Chelsea Pensioners (or In-Pensioners). The Royal Hospital Chelsea ensures Army veterans are provided with the support and comradeship they need in recognition of their service to the Nation and safeguards their historic home for the veterans of tomorrow. The Royal Hospital Chelsea offers high quality accommodation, care and support for In-Pensioners with an average of 83 yrs.  All roles within the Royal Hospital Chelsea (RHC) have an integral part to play in contributing to the achievement of the Hospital’s Strategy and Vision. | | | |
| **8. Role Purpose:** | | | |
| The Health & Wellbeing Directorate has an overarching responsibility for the health and wellbeing of the Chelsea Pensioners, and one of the key strategic objectives is to maintain a maximum occupancy at the Royal Hospital of between 290 & 310 Chelsea Pensioners. The Admissions Officer has a key part to play and is an integral part of this directorate.  The Admissions Officer will coordinate the application process for all veterans who apply to become a Chelsea Pensioner. They will process every application received, ensuring that each applicant is appropriately assessed and considered for a place at the Royal Hospital. The Admissions Officer will work directly to the Social Care Manager and alongside other members Health & Wellbeing Directorate as well as other departments at the Royal Hospital, to ensure that applicants and new intakes are appropriately supported.  The Admissions Officer will continue to develop and implement the Recruitment Strategy which encompasses the objectives and actions required to ensure that the Royal Hospital is able to continually attract and recruit individuals who are suitable to live at the Royal Hospital.  Finally, the Admissions Officer will coordinate the review of financial contributions for the Chelsea Pensioners, ensuring that individual financial annual reviews are completed in accordance with the policy and procedure for this. | | | |
| **9. Principal Accountabilities:** | | | |
| The person appointed will report directly to the Social Care Manager and responsibilities will include the following: Being the initial point of contact at, and the face of, the Royal Hospital Chelsea for all potential applicants. First contact; dispatch and processing of all applications forms; including contact with their friends and families.  Management of the application and admissions process including;   * *Conducting telephone assessments with applicants to make initial assessment of their suitability to become a Chelsea Pensioner (In-Pensioner)* * *Coordinating the sift of applications* * *Arranging and programming the ‘Four Day Stay’ visits programme for applicants* * *Coordinating requests for supplementary information required for application process including applicant character references, army documentation and GP reports* * *Calculating the weekly financial contribution for all new In- Pensioners* * *Processing new In-Pensioner administration on arrival* * *Updating and maintaining applicant database and In-Pensioner electronic records.*   When appropriate, conducting home visits and assessments with applicants  Coordinating and chairing the multi-disciplinary Admissions Panel  Creating pre-admission plans for all new intakes to ensure all new In-Pensioners are offered a personalised support plan from their arrival day  Monthly and quarterly KPI reporting for the Executive Board, Health & Wellbeing Oversight Committee and Board of Commissioners  Continuous development and implementation of the Chelsea Pensioner Recruitment Strategy, including developing professional relationships with Regimental Associations and Housing Case Workers and organising a programme of events for Open Days at the Royal Hospital  Continuous development and review of the policy and procedure relating to admissions at the Royal Hospital  The Line Management of a group of In-Pensioners who act as Mentors for applicants on their ‘Four Day Stay’ programme and new intakes in their first week as an In-Pensioner  To represent the Royal Hospital in the COBSEO Housing Cluster and within other housing related forums as directed  Any other tasks, as directed by the Social Care Manager | | | |
| 1. **Leadership expectations** | | | |
| The role holder is expected to lead by example in demonstrating the Royal Hospital Values:   * Nurture Belonging – unite through comradeship * Respect Individuals – listen and act * Encourage Pride – commit to high standards * Enjoy Life – make people smile | | | |
| 1. **Skills Knowledge and Experience** | | | |
| **Essential Skills**   * Ability to prioritise workload, with minimal direction, make decisions and multi-task. * Ability to work as part of a team * Ability to be flexible in working practice to meet the needs of the department * Ability to develop, inform and sustain professional relationships, partnerships and networks. * Ability to maintain professional boundaries with In-Pensioners and applicants * Organised, efficient and have a confident and professional manner. * Demonstrable social skills, including positive non-verbal communication. * Good written and IT skills, with a good knowledge and accuracy in English Grammar and Maths. * An ability to respect and maintain the General Data Protection Regulations (GDPR), in particular with any applicant and In-Pensioner personal information. | | | |
| **Essential Knowledge and Experience**   * Relevant experience of working with older people who may have support needs. * An awareness of the issues facing older people today, specifically older veterans. * An understanding of safeguarding and what to do in the event of a concern. * An understanding of diversity and a commitment to equality of opportunity. * Previous experience of working as part of a multi-disciplinary team, and a willingness to undertake tasks as part of the overall objective of the team.   **Desirable Knowledge and Experience**   * Previous experience of working within the housing sector, or within a supported accommodation service for older people. * An understanding of Adult Social Care and the legal framework that underpins this. * An understanding of the military and its ethos | | | |
| **Competences**   * Responsive and appropriate communication skills * A positive and supportive approach to ‘customer’ service * A solution focused approach to problem solving * Effective teamwork skills * A flexible, efficient and organised approach to completing tasks | | | |
| **Qualifications:**  GCSE grade A-C (or equivalent) in English and Maths are desirable | | | |
| 1. **Agreement**: I have reviewed this Job Description and confirm it accurately reflects the role. | | | |
| **Line Manager**…………………………………… **Date** …………….…  **Employee**……….…………………….................. **Date** ………………. | | | |

**Note:** All RHC employees are expected to be flexible in undertaking the duties and responsibilities for their role and may be asked to perform other duties, which reasonably correspond to the general character of their role and their level of responsibility.