

JOB DESCRIPTION

POST TITLE:	Case Administrator / Receptionist
ACCOUNTABLE TO:	Senior Administrative Officer
JOB PURPOSE:	To provide administrative support to CRC offices offender management unit in accordance with relevant company policies and procedures.

DUTIES & RESPONSIBILITIES:

1. Process data to ensure that all service users (Offender Management, Community Payback, Programmes, Senior Attendance Centre etc) are fully set up on the case management system and other relevant systems depending on the components of the sentence.
2. Complete and update the Case Identification and Section 1 of OASys as appropriate.
3. From a range of sources, extract and interpret data. In conjunction with the Offender Manager identify all members of the Offender Management Team, both internal and external and thereafter monitor changing membership.
4. Input data to and retrieve data from a range of information systems. Ensure that all members of the Offender Management Team have access to the sentence plan and are aware of the sequence of interventions.
5. At the direction of the Responsible Officer, administration of the sentence plan by making practical arrangements (appointments, directions and details) for implementation of the plan (e.g. appointments with external partners).
6. Monitor service user attendance and keep the Responsible Officer Offender Manager informed. Reimburse service user travel costs as directed by the Responsible Officer.
7. At the direction of the Offender Manager schedule and track meetings of the Offender Management Team for offender review, record and administer associated paperwork.
8. At the request of the Responsible Officer word process documentation/generate templates within the case management system in accordance with agreed timescales and processes and ensure breach file is dispatched to Court within the appropriate timescale.



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9. all necessary management and performance information on case and caseload levels for the Offender Management Unit within appropriate timescale.
10. At case termination archive documentation in line with company policy.
11. Provide clerical and administrative support to the team using IT applications and equipment including word processing, databases, spreadsheets, e-mail and templates.
12. Receive service users and other office visitors, ensuring arrivals are acknowledged and accurate details recorded in visitor's book.
13. Receive, make and process telephone calls and where relevant enter information on to the case management system.
14. Receive, sort and distribute incoming and outgoing mail which includes electronic communication received via functional e-mail boxes. Upload documentation to the case management system accordingly.
15. Create and maintain effective working relationships with colleagues.
16. Liaise with other agencies.
17. Attend and participate in team meetings as and when required.
18. Contribute to the achievement of Area company objectives and targets.
19. Participate in the appraisal process to enhance personal development, performance and ensure accountability.
20. Attend and participate in relevant training and development activities to enhance personal practice and skills relevant to the role.
21. Report any health, safety or security risks to your Line Manager.
22. May become a fire warden or first aider following appropriate training during your employment with Northumbria Community Rehabilitation Company.
23. Maintain confidentiality and work in a non-discriminatory manner at all times.

This Job Description is a guide to the principal responsibilities of the role and is not intended to be an exhaustive list of duties. It will be reviewed in the light of changes to the role and the work of Northumbria Community Rehabilitation Company.