



## Ashleigh Jones- Hind

*HR & Support Worker Administrator*

📍 Newcastle, Tyne and Wear

✉ ashleigh.jones@ecmslimited.co.uk

📞 0757 213 1632

### Background and experience:

I began working within Health and Social Care in 2008 as a Health club Assistant within a Neuro Rehabilitation Care Centre that supported adults with Acquired Brain Injuries. Within my role I was responsible for providing hands on support and advice for all customers whilst promoting their independence and wellbeing. I was responsible for ensuring the health club ran efficiently and consistently from a front of house position, delivering a high standard of customer service. I was fortunate to establish excellent professional working relationships with colleagues, internal residents, and external customers. During this time, I also managed my own time effectively to meet the business needs and was able to adapt my skill set to assist in other roles throughout the home such as Domestic Assistant, Kitchen Assistant and Administration Assistant.

In keeping with my front of house customer experience, in 2014 I was offered a position within the Care Home as an Administrative Assistant, here I was able to demonstrate the high standard of customer service skills I established myself during my time as a health club assistant and found the opportunity to learn and expand within another area of the business. Administration is where I found my strengths and made the decision to make it a career. I was able to progress within this role as Administrator and became the main point of contact for residents, relatives, professionals, and colleagues. I worked closely with The Registered Home Manager and Business Manager and assisted with the everyday running of the home. I developed skills in auditing, staff rostering, timesheet monitoring and would oversee the onsite cash procedures such as residents' personal allowance, petty cash and residents fund all in line with the requirements expected by governing bodies such as local authorities and CQC.

In 2019 I wished to further progress within the role of Administration within a Care home and was offered a position within a new organisation as the sole Administrator for that home. It was within this new organisation that I became more hands on and was able to use my skills from previous employment to my advantage and that of the company. I established a positive working relationship with The Registered Home Manager and Deputy Manager. My role included creating and maintaining Staff HR files, staff rostering, timesheet monitoring, assisting in the completion of payroll for head office, completion of weekly reports, preparing for monthly auditing, overseeing cash expenditure within the home such as residents' personal allowance, petty cash and residents fund, taking and screening calls and emails where required, preparing for inspection from governing bodies such as local authority and CQC.

I joined Education and Case Management Services in August 2022 as an Office Administrator, and since then my role has progressed to HR & Support Worker Administrator due to my knowledge and experience of HR and ability to liaise effectively with Support Workers. I am responsible for the completion of the directly employed support worker payroll processes whilst ensuring accurate pay for all support workers teams, organisation of all staff probationary/ supervision and appraisal meetings with the company directors/ and/or Case Managers when relating to support workers, supporting the Case Managers with maximizing support worker compliance. My role also includes supporting the Case Managers with the running of the support worker teams by overseeing documentation completed by support workers, being a main point of contact

for all support workers and support in resolving any concerns, queries or problems, I am also responsible for the allocation and completion of mandatory training for all directly employed support workers, the distribution of directly employed support worker duty rota's and the maintenance of all HR personnel files, to completion of DBS checks and complete annual update service checks, I lead on the recruitment process for internal and directly employed support staff and draft employment offer letters, contracts and other employment documentation. with the approval from Financial Deputies and Trusts, I communicate with Solicitors, Personal Injury Trusts and Financial Deputies and Employment Support Agencies in all employment matters and maintain and monitor the support worker expenditure/expenses and receipt expenditures in line with ECMS invoice reconciliation policy and procedure.

In addition to the above, I support all support worker supervisions.

Within my time at Education & Case Management I have expanded my skill set to also include coordinating the activities of therapists and support workers when required and providing information and direct feedback to Solicitors and Deputies and providing direct support to clients and family members when required in the absence of The Case Manager.

I am a point of contact for all support workers and assist them with any HR inquiries as required by Governing Bodies that oversee the Regulated occupations. I am skilled in solving problems and effectively communicating with the overseeing Case Manager. I am confident in completing all general administration tasks that may be required to assist in the support of our clients. I liaise well with relatives and professionals and take pride in my work and strive to reach all targets and tasks set.

## Professional Qualifications and Memberships:

### Whickham Comprehensive - 2007/08

- GCSE - English Literature – Pass
- GCSE - English Language – Pass
- GCSE - Mathematics – Pass
- GCSE - Science – Pass
- GCSE - Health & Social Care – Pass
- BTEC - IT - Pass
- A-level – Health & Social Care - Pass

### Gateshead College - Distance Learning - 2009/10

- Customer Service – Level 2

### Bishop Auckland College - Distance Learning - 2011/ 2012

- Equality & Diversity – Level 2

### NCFE - Distance Learning - 2021

- Principles of Business Administration – Level 2

### NCFE - Distance Learning - 2023

- Understanding Mental Health First Aid and Mental Health Advocacy in the Workplace – Level 2