Business Support Officer – Domiciliary Care

Fame24HourCare | Ipswich, Suffolk

About Us

Fame24HourCare is a CQC-registered domiciliary care provider delivering personalized, round-the-clock care services to adults in their own homes across Ipswich and surrounding Suffolk areas. We pride ourselves on our professional approach, client-centric care plans, and commitment to supporting our community. With a 99.5% visit completion rate and 95% client satisfaction, we're looking for a dedicated Business Support Officer to join our growing team.

The Role

We are seeking a detail-oriented and proactive Business Support Officer to provide essential administrative and operational support to our domiciliary care services. This role is crucial in maintaining our high standards of care delivery and ensuring smooth business operations.

Key Responsibilities:

Provide comprehensive administrative support to the care management team

Assist with client onboarding, assessments, and care plan documentation

Coordinate scheduling and resource allocation using our care management systems

Support CQC compliance activities and quality assurance processes

Manage client and family communications, ensuring 28-day response targets are met

Assist with staff recruitment, onboarding, and training coordination

Maintain accurate records using Software and other care management tools

Support billing, invoicing, and financial administration

Coordinate with NHS, Suffolk County Council, and other referral partners

Assist with incident reporting and complaint resolution processes

Support marketing activities and community engagement initiatives

Essential Requirements

Minimum 2 years administrative experience, preferably in healthcare or social care

Strong IT skills including Microsoft Office Suite and database management

Excellent written and verbal communication skills

Understanding of data protection and confidentiality requirements

Ability to work accurately under pressure and meet deadlines

Strong organizational and time management skills

Empathetic approach when dealing with clients and families

Flexibility to adapt to changing priorities

Desirable Requirements

Experience with care management software ( EHR systems)

Knowledge of CQC regulations and compliance requirements

Understanding of domiciliary care sector and safeguarding principles

Experience in healthcare administration or social care settings

Basic understanding of care planning and assessment processes

What We Offer

Competitive salary commensurate with experience

Comprehensive training and professional development opportunities

Supportive team environment with 90% staff satisfaction rate

Opportunity to make a real difference in people's lives

Flexible working arrangements where possible

Career progression opportunities within our expanding organization

Access to employee wellness initiatives and support programs

Working Hours

Full-time position: 37 hours per week

Monday to Friday with occasional weekend requirements

Some flexibility in working arrangements may be available

How to Apply

Please submit your CV and a covering letter explaining why you're interested in joining Fame24HourCare and how your experience makes you suitable for this role.

Fame24HourCare is an equal opportunities employer committed to safeguarding and promoting the welfare of all our clients. This position is subject to satisfactory DBS clearance and references.

Salary: 30,576 a year

42hours a week.