

Job Description and Person Specification

The Organisation

Recovery Cymru is a peer-led recovery community organisation for people overcoming substance misuse based in South Wales. We have three main aims, some of which lead to work that spans Wales and the UK:

- To build the recovery community in Cardiff and the Vale of Glamorgan
- To raise awareness of recovery and challenge stigma and discrimination
- To change systems: raising standards and creating environments for recovery

All our activities are community-led. We value individuals, the process of change and believe recovery is about improved quality of life, not just the absence of a particular substance. Together, we empower and support each other to enter and move forward in recovery; to develop skills and interests and achieve fulfilment. We believe, recovery is a journey which is a lived experience. Crucially, our activities support people to meet others who become a part of their expanding change-supportive social networks. People pick and choose to create their own recovery programmes. Volunteering is at the heart of our model and we advocate volunteering as a positive recovery and life-learning tool

We run two open-access recovery centres, one in Cardiff and one in Barry which are open 365 days per year and a comprehensive programme of activities including:- a selection of informal and structured peer-led self-help groups; 1:1 recovery coaching and buddying; telephone and email support; crisis support, social activities and various social activities.

Since Covid, we operate a full online and 'distance delivery' schedule, including phone, videochat, text, email and online group programmes. We are committed to continuing this long term to increase access and options for people seeking support.

Our members tell us that the Recovery Cymru community is special. It is somewhere our people are accepted, nurtured, respected and feel part of the 'Recovery Cymru Family'.

The team

We have a highly passionate, connected and supportive team, which values each member's contribution. We are interested in and support you as an individual, taking into account your personal circumstances and history. We have a strong focus on wellbeing and training for our staff, taking our responsibility as an employer seriously. We also know that if we take care of you, you are better able to take care of others.

We are proud of our close-knit team and would like to welcome you to the 'RC Family'. You will join a team that is open, communicative and supportive, united by our common goal and belief in the 'RC philosophy'. The trust this builds enables us to gently challenge one another as a 'critical friend' when needed, believing that honesty and transparency is healthy and makes for good team dynamics.

Our team is made up of people with lived experience (personal and family), as well as supporters of recovery. We encourage people to share their stories with us, believing we can all relate to the

process of recovery, whether we have personal experience or not. We have all experienced challenges and the need to overcome them.

All our ways of working are underpinned by the values and beliefs of our organisation. If these resonate with you and you are ready to join our team, please read more about the role.

The role

For the foreseeable future, Recovery Cymru is running distance delivery and therefore, you will act as the first point of contact for people via phone, videochat and email. You will be the 'open door' to Recovery Cymru: being our 'open access' point of contact, a friendly 'voice' for people seeking support, referring others or making enquiries about Recovery Cymru. This will bring you into contact directly with people seeking support, those who are vulnerable and are struggling, as well as other professionals and the general public. Your role will include explaining what we do, how to access, taking and processing sensitive processing information and directing it to the most appropriate person within the team. While this role does not involve offering direct recovery support, the first experience people have with us will at times include listening to people as they explain why they are seeking support. Full training and information will be provided to equip you for this.

When we are able to return to our centres, we envisage this role will combine centre-based and home-based working. In the centres, the 'open door' will be shared with other colleagues and volunteers, offering you opportunity to get involved in other Recovery Cymru projects, linked to your role. Alongside your colleagues, you will be included in deciding how and when we return to the centres and how this impacts your role.

Administratively, your main tasks will centre on robust daily data entry, including case notes containing sensitive information; our performance statistics and financial data entry. You will also be asked to assist with general administrative tasks for the organisation.

On a daily basis you will use, Microsoft Office (namely Excel, Outlook, Word & Teams); our internal database Lamplight; and our financial system Xero. You will also, at times, use other packages, including those provided by our funders and the Welsh Government (NWIS).

Your working week will be varied, responding to the calls we receive while managing your day to day workload. Your 'standard' day will be a mixture of data entry, distance meetings and responding to the incoming calls and emails. This requires the ability to manage your own workload, stay calm under pressure, communicate openly and seek support from colleagues when needed.

This exciting role will enable you to support people to change their lives through the provision of strong open access and administrative support to our organisation. This role is integral to our team and the support we can offer our people.

You

You will need excellent communication and listening skills, as well as strong administrative skills. It is essential that you are both able to build rapport and work with individuals from all backgrounds, including those seeking recovery support, as well as the team. You will be able to work productively and timely on your own, managing your own workload and completing accurate data entry to deadlines. You will also be a team player and be able to ask for help when needed.

If this sounds like you, please read on for overview of terms, specific responsibilities and person specification.

Overview of terms

Job Title	Administrator and 'Virtual' Receptionist
Location	Staff are currently homeworking due to Covid-19 (equipment and contribution to costs provided and reviewed quarterly). Once the situation changes, you will work between our Cardiff and Barry Centres - days to be negotiated
Job Summary	To provide comprehensive data input, administrative support and receptionist duties
Responsible To	Finance, HR and Operational Coordinator The post-holder will work collaboratively with other staff members, members and volunteers; and will work closely with the Leadership & Management Team (LMT)
Pay Rate	£19,247 per annum
Term of Contract	Fixed term contract starting ASAP following interview (subject to DBS check) to 31st March 2022 (subject to funding).
Hours	37.5 hours per week. You may be required to work some evenings and weekends on a rota basis.
Leave	The current annual leave entitlement is 25 days per annum, plus statutory holidays. The leave year runs from 1 st April to 31 st March.
Pension	Recovery Cymru offers a 5% contribution pension scheme subject to 3% employee contributions. This is reviewed annually and is subject to change without notice.
Probationary Period	All new employees are required to serve a probationary period of 6 months. During this period, notice of termination by either party will be one week.
DBS	The post is subject to a Full Enhanced DBS check. Recovery Cymru is an equal opportunities employer and criminal convictions will not necessarily preclude you from this post.
Training	As first point of contact, post-holders will be required to offer member and volunteer support and on-going training will be provided. In addition to the Recovery Cymru induction and training programme, training will also be provided in Xero (Accounts), Zoom (on-line meeting platform) and Lamplight (Database)
Additional information	This role is part of a unique treatment and recovery consortium approach for adults recovering from drug and alcohol problems in Cardiff and the Vale of Glamorgan. The post-holder will work very closely with our partner organisations delivering Footsteps to Recovery.

Specific Responsibilities

Data Entry/Analysis

- Daily data entry of all work activity into both our bespoke database (Lamplight) and onto the National Wales Information System (NWIS)
- To ensure all staff supply their work records on a daily basis
- Provide the LMT with weekly and monthly analysis of the staff work records and Recovery Cymru performance statistics

- Input all supplier invoices into the accounts package - (Xero)

Point of Contact

- To act as the first point of contact for telephone queries from individuals, the general public and referral agencies
- To update the organisation's referral records and database
- To distribute referrals to the appropriate staff members or volunteers and monitor their progress
- To maintain the organisation's cloud-based contact list

Administrative Tasks

- To schedule and assist in organising daily support groups, meetings, trainings and specific events. We are presently using Microsoft Outlook, Zoom and Microsoft Teams
- To Chair and take notes in daily team meetings
- To provide efficient typing, word processing, photocopying, scanning and circulation of information as required by the organisation.
- To ensure that all standard organisational forms and paperwork are up to date and accessible to staff
- To maintain the organisation's computer and paper filing systems
- To be responsible for sending out the daily text messages to members
- To be responsible for sending member birthday cards
- To distribute Recovery Cymru publicity information to a range of audiences and gather responses.
- To ensure the confidentiality of all records and communications
- To support the Health and Safety officer by undertaking and recording the safety checks throughout both recovery centres**
- To manage the organisation's petty cash system **
- To assist in scheduling and organising fundraising activities.
- Additional administrative function to support the smooth running of Recovery Cymru as they arise.

General Responsibilities

- To contribute to excellent partnership relationships and working practices
- To ensure that the Recovery Cymru philosophy is centrally embedded in your practice
- To undertake reflective practice and participate in peer and group supervision
- To be responsible for dealing sensitively with the range of complex and challenging issues the general public, members and volunteers may present.
- To ensure that all participants are safeguarded and that good, safe practice is followed in all project activities and to contribute to HR processes.
- To ensure the confidentiality of all communications and records
- Such other duties as may from time to time be reasonably required

** These duties are currently not required, but will be when the organisation has returned to working from our two recovery centres

This is a comprehensive (although not exhaustive) list of responsibilities associated with the lifetime of the role and not a list of concurrent tasks. In consultation with the post holder this job description is liable to variation by Recovery Cymru to reflect actual, contemplated, or approved changes in or to the job. This will not conflict with the person specification or required skills.

Person Specification

Essential

- Demonstrable experience in an administrative capacity or relevant transferrable skills
- Experience of working in a public-facing role
- Highly proficient in accurate data entry
- Excellent typing/word processing skills
- Highly proficient in using Microsoft Word, Outlook (email & calendar) & Excel
- Excellent verbal and written communication skills, including on the phone
- Experience of financial administrative tasks, including handling of petty cash or demonstrable transferrable skill
- Ability to prioritise and manage own workload to work to deadlines
- Ability to communicate effectively with a wide range of audiences, including with people seeking support
- Ability to maintain confidentiality and work in a positive and non-discriminatory framework
- Knowledge and understanding of GDPR legislation
- Access to home internet (a contribution to costs will be paid during homeworking) and mobile phone reception (phone provided)

Desirable

- Demonstrable understanding and commitment to recovery
- Experience of working or volunteering with substance misuse issues
- Experience of database reporting
- Experience of undertaking a receptionist role
- Relevant administrative qualifications
- Experience of Adobe Photoshop/Xero/Lamplight
- Full driving licence and access to vehicle

If you are someone who is interested in joining our team and ethos, to support our organisation to help people recover, whilst learning new skills and being invested in to develop, we look forward to receiving your application.

Information on how to complete the job application form:

You must be able to demonstrate that you can fulfil each of the essentials listed above. You may use additional paper. Duplicating the specification statements is insufficient. You may refer to any experience – paid, voluntary and personal – to demonstrate how you fulfil the requirements. CV's in lieu of completed application forms will NOT be accepted. You may submit a current CV in support of your application form.