

Job Description & Person Specification

Recovery Community Administrator & Activities Coordinator

Job Title	Recovery Community Administrator and Activities Coordinator
Location	You will primarily be based in the Canton Recovery Centre in Cardiff. The role will include some Hybrid working, including from home. You will also be expected to attend meetings and events in the community when necessary.
Job Summary	To provide comprehensive administrative support and project coordination to an exciting and values-led recovery community organisation
Responsible To	Finance and Head of Operations
Pay Rate	£22,145 per annum
Term of Contract	Fixed term for two years in the first instance (subject to funding), with likely extension thereafter. Start date ASAP following interview (subject to DBS check).
Hours	37.5 hours per week. You will be required to work some evenings and weekends on a rota basis. Schedules are distributed with plenty of notice.
Leave	The current annual leave entitlement is 25 days per annum, plus statutory holidays. The leave year runs from 1st January to 31st December.
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)

Recovery Cymru: The organisation and Team

Recovery Cymru is a peer-led recovery community organisation for people seeking to change or overcome problematic substance use. We are primarily based in Cardiff and the Vale of Glamorgan but have some work which spans Wales and the UK. We have three main aims:

- Building the recovery community
- Raising awareness to challenge stigma

- Partnering with others to create environments that support 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 and is self-defined. 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. Our main base is the Recovery Centre in Cardiff and we utilise partnership and community venues across Cardiff and the Vale of Glamorgan. We run a comprehensive programme of on-line, hybrid and face-face 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 and various social activities. In 2022, we joined an innovative Alliance with our partners Barod, Kaleidoscope Project and the Cardiff and Vale Area Planning Board (Commissioning Team) to deliver Cardiff and Vale Drug and Alcohol Service (CAVDAS). This is a transformational contract, in which we seek to embed peer support and lived experience across the substance use treatment system. We also work with a range of other partners to run projects to benefit people in or seeking recovery, including the College of Lived Experience Recovery Organisations (CLERO), Alcohol Change, the Family Drug and Alcohol Court (FDAC), NHS services and many other valued partners.

This is a particularly exciting time to join Recovery Cymru as we launch our family peer support programme, based on the RC philosophy in Autumn 2023!

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. Our team ethos seeks to support our workforce and the people we support to be themselves, achieve their potential and be part of embedding our vision!

Purpose of the role

In this essential role you will perform a number of administrative functions to support Recovery Cymru. These will focus around:

- General administration, including data entry
- Acting as a point of contact for people wanting to access recovery Cymru, volunteers, partners and taking enquiries
- Scheduling and organising activities and events, as well as working closely with our CAVDAS colleagues to ensure our activities align
- Supporting volunteers alongside your colleagues

Your work 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. 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. You will also work with colleagues to coordinate, arrange and prepare for events, fundraising activities and the training we deliver. You will administratively support the RC staff and volunteer team including scheduling and offering practical assistance with administrative tasks.

Interested? Please read on for specific responsibilities and person specification.

Specific Responsibilities

Point of Contact

- Meet & greet people attending the centres or seeking to access phone, providing a warm and welcoming environment.
- Act as a single point of contact for staff members, third parties, volunteers, by phone, email or Face to face.

Data Entry/Analysis

- Daily data entry of work activity into our on-line database system (Lamplight)
- Daily data entry into the Welsh Government's NWIS system
- Input all supplier invoices into the accounts package Xero
- Financial data entry as directed by the Finance & Head of Operations.
- Preparation of data to the Leadership & Management team as requested
- Make sure all staff provide their work in a timely manner (end of each day)

Scheduling & Delivery

- Co-ordinate an annual calendar of events, fundraising and trustees' meetings.
- Support the CAVDAS Administrator & Peer Team Lead to coordinate staff rotas and room bookings
- Oversee the scheduling of centres (Cardiff & Vale), staff and delivery of our groups, assisting with allocation of staff & volunteer resource, including cover for absences/annual leave alongside Head of Operations and nominated CAVDAS colleagues.
- Schedule & assist in organising daily support groups, meetings, trainings and specific events. These will be in-person and online.
- Distribute referrals to appropriate staff based on knowledge of each peer/staff member, making appropriate matches and monitoring engagement

Organisation of Community Activities

- Jointly coordinate with colleagues a calendar of fun and informative weekly community activities
- Offer administrative and logistical help with organising events
- Evaluate and monitor events

Administrative Tasks

- Maintain the Cloud-based contact list
- Chair and take notes in daily team meetings
- Provide efficient typing, word processing, photocopying, scanning & circulation of information as required by the organisation
- Send out daily texts to members as requested
- Administer and distribute publicity information
- Send out member Birthday Cards.
- Distribute Recovery Cymru's publicity and resources.
- Assist with Petty cash
- Monitor and order resources such as stationery.

Staff & Volunteer Support

- Support the Peer Workers with their administrative duties such as on-line diaries when requested
- Operate as point of contact for the team and volunteers
- Act as a point of contact and support for volunteers
- Support staff with IT/software issues, escalating to IT maintenance contractor when necessary
- Provide staff training in the information database system- Lamplight
- Alongside the Head of Finance & Operations monitor staff workload and report any capacity issues.

Governance

- Support the H&S officer by undertaking and recording the safety checks throughout the Recovery Cymru centres, as well as organising annual H&S maintenance checks
- Oversee H&S policies and measures for Recovery Cymru events and community-based activities.
- Be one of several key holders, in case of emergency call-outs to reset alarm call or 'out of hours' emergencies.
- Conduct building and fire safety induction for new starters.
- Monitor and co-ordinate key-holder resources and responsibilities.
- Ensure that buildings are kept in good working order for all events.

General Responsibilities

- Ensure the confidentiality of all records and communications under GDPR.
- Contribute to excellent partnership relationships and working practices.
- Ensure that the Recovery Cymru philosophy is centrally embedded in practice.
- Undertake reflective practice and participate in peer and group supervisions.
- Be responsible for dealing sensitively with the range of complex and challenging issues the general public, members and volunteers may present.
- Ensure all participants are safeguarded and that good, safe practice is followed in all project activities and to contribute to HR processes.

Person Specification below

PERSON SPECIFICATION:		
	Essential	Desirable
Qualifications and training	<p>Highly proficient in accurate data entry</p> <p>Excellent typing/word processing skills</p> <p>Highly proficient in using Microsoft Word, Outlook (email & calendar) & Excel</p> <p>Excellent verbal and written communication skills, including on the phone</p>	<p>Knowledge of Xero/Lamplight/NWIS</p> <p>Relevant administrative qualifications</p>
Experience/ Knowledge	<p>Full understanding of GDPR</p> <p>Demonstrable experience in an administrative capacity or relevant transferrable skills</p> <p>Experience of financial administrative tasks, including handling of petty cash or demonstrable transferrable skill</p>	<p>Knowledge of equal opportunities issues, and safeguarding procedures.</p> <p>Demonstrable understanding and commitment to recovery</p> <p>Experience of working or volunteering with substance use issues</p> <p>Identify with lived experience, be that their own, as a family member or related experiences of overcoming personal challenges such as mental health or trauma.</p>
Role specific requirements	<p>Ability to manage your own workload, keeping on top of repetitive and one-off tasks, ensuring deadlines are met and projects work to time</p> <p>Proven ability to work independently and manage multiple projects, prioritise and meet deadlines</p> <p>Ability to coordinate schedules</p> <p>Ability to maintain confidentiality and work in a positive and non-discriminatory framework</p> <p>Flexibility to work at multiple locations and flexible working hours.</p> <p>Prepared to undertake enhanced Disclosure and Barring Service (DBS) vetting.</p> <p>Willingness to seek advice from team members when needed</p> <p>Ability to maintain a methodical approach with a keen eye for detail.</p>	<p>Experience of database reporting</p> <p>Experience of undertaking a receptionist role</p> <p>Full driving licence and access to vehicle</p>

Recovery Cymru may consider the appointment of a candidate who is unable to meet a particular requirement if they offer other skills, knowledge, or experience valuable to the role. The candidate must also be able to meet the required shortfall within a reasonable timeframe whilst undertaking the newly appointed role.