

Job Description & Person Specification

Centre and Engagement Coordinator

Job Title	Centre and Engagement coordinator
Location	You will primarily be based in the Canton Recovery Centre in Cardiff. You will also be expected to attend meetings and events in the community when necessary.
Job Summary	To lead on the day to day running of the recovery centre and provide a warm and structured welcome to people engaging with Recovery Cymru, in person and on the phone.
Responsible To	Finance and Head of Operations
Pay Rate	£27, 000 per annum
Term of Contract	Permanent subject to funding
Hours	37.5 hours per week. You will be required to work some evenings and weekends on a rota basis. Schedules are distributed with notice.

Recovery Cymru

Recovery Cymru is a peer-led recovery community organisation for people seeking to change or overcome problematic alcohol and / or drug use. We also support family and friends. Our model is based on CHIME (Connection, Hope, Identity, Meaning and Empowerment) and everything we do is guided by our values: Connection, Integrity, Compassion and Empowerment. You can find detailed information about our organisation and approach in the recruitment pack which we strongly encourage you to read! All our staff and volunteers, within their roles, contribute to the 'bigger picture of RC'

- Build the recovery community
- Raise awareness, challenge stigma
- Partner with others

Purpose of the role

The Centre and engagement coordinator is a pivotal role, ensuring the recovery centre and our peer programmes run effectively for the benefit of our members and volunteers. The role requires someone who can effectively manage a varied role using a range of 'practical' and 'people' skills.

This essential role can be grouped into two main areas of work – administration and 'engaging with people'. 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.

The main areas of responsibility are:

1. Leading the day to day running of the recovery centre, coordinating schedules, building management and ensuring our key programmes run
2. Operating as first point of engagement for people contacting us via phone and email, including those seeking support
3. Acting as point of contact for staff and volunteers, coordinating staff rotas and delivery timetables

Reporting to our Head of Operations and working closely with the Director, you will fulfil an essential and dynamic role which includes strong administration and coordination skills, as well as engaging with people in a warm and compassionate way. The recovery centre is 'where the magic happens', offering a warm, welcoming and safe space for people in and seeking recovery, and family and friends, 7 days per week. It is from the centre that the foundations of peer support, sustained recovery, connection and partnership working thrives. A warm welcome and an organised vibe is essential to this. The open access centre has a busy schedule of groups and recovery programmes, 1:1 room bookings, meetings, volunteer placements and is available for members to use the space to connect with others. People who are new to Recovery Cymru can also attend without an appointment.

Our centre is run collaboratively with the peer team in our partner contract CAVDAS (Cardiff and Vale Drug and Alcohol Services). You will be part of a small team of centre-based Recovery Community workers running the centre and implementing the recovery community model, alongside colleagues who are based in the centre on certain days of the week. You will help to maintain our culture and ensure the centre is run smoothly and to our values. By doing this you will provide foundations from which people change their lives.

Interested? Please read on for specific responsibilities and person specification. We have offered a detailed overview to give you a good understanding of what the role entails. This list will not run concurrently and is not exhaustive. Please also contact us if you would like to talk more about the role before you apply.

Specific Responsibilities

Administration

Scheduling & Delivery

- Oversee the scheduling of centre programmes, staff and delivery of our groups, assisting with allocation of staff & volunteer resource, including cover for absences/annual leave.
- Schedule & assist in organising daily support groups, meetings, training and specific events. These will be in-person and online.
- Liaise with the CAVDAS Administrator & Peer Team Lead to coordinate RC staff rotas, room bookings and calendars.
- Distribute referrals to appropriate staff based on knowledge of each peer/staff member, making appropriate matches and monitoring engagement.
- Work with colleagues to coordinate, arrange and prepare for events, fundraising activities, trustee meetings and the training we deliver.
- Work closely with CAVDAS peer team leaders and staff to ensure our collaboratively run programmes and joint approach runs effectively.

Centre management and governance

- Coordinate the day to day running of the recovery centre, ensuring cover for activities when needed

- Monitoring and order office stationery and cleaning/canteen supplies
- Conduct buildings inductions for new starters.
- Monitor and co-ordinate key-holder resources and responsibilities.
- Maintain the Cloud-based contact list with our communication worker
- Chair and take notes in daily team meetings
- Send out daily texts to members as requested
- Work with Recovery Cymru leadership to publicise what we do
- Send out member Birthday Cards.
- Administer Petty cash
- Provide efficient typing, word processing, photocopying, scanning & circulation of information as required by the organisation

Publicity and Communications

- Build relationships with communities, groups, individuals and partners
- Support and work alongside the Director and Head of Operations in the promotion of activities, events and projects as required

Governance

- Carry out building health and safety checks and risk assessments, ensuring they are managed appropriately
- Be one of several key holders, in case of emergency call-outs to reset alarm call or 'out of hours' emergencies.
- Being responsible for following guidance to conduct fire safety and checks; and conducting building and fire safety induction for new starters
- Monitor and co-ordinate key-holder resources and responsibilities.
- Coordinating requirements and ensuring RC is up to date with legal and best practice requirements relating to facilities administration and health and safety
- Work alongside the Leadership and Management team on tasks related to data, quality assurance and governance

Engaging with people

Ensuring a warm, welcoming, organised space is available for members, volunteers and staff and that new people can access our support at their point of need.

Engagement: referrals, welcome and point of contact

- Be responsible for the Recovery Cymru referral phone line, engaging people seeking support, both members and family and friends
- Coordinate the reception/welcome area in the centre ensuring a warm and welcoming environment is available
- Meet & greet people via phone, email, and face to face, including staff members, third parties, volunteers, by phone, email or face to face.
- Willingness to step in and run activity sessions if needed (training provided – not recovery support programmes unless desired)

Staff & Volunteer Support

- Operate as point of contact for the team and volunteers, providing guidance and decision making on centre related areas of work, such as programme delivery, rotas, safeguarding and issues arising.

- Guide and work with staff to ensure the culture of our approach is implemented (supported by the Director and Head of Operations)
- Support staff with IT/software issues, escalating to IT maintenance contractor when necessary
- Inform the Head of Operations to monitor staff training and workload, reporting any capacity issues.
- Work with the Family and Friends Peer worker to advertise, develop and monitor the project
- Work with the volunteer and training coordinator to host student placements.

General Responsibilities

- Ensure the confidentiality of all records and communications under GDPR.
- 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

The ability to work flexibly and respond to the changing needs of the Centre is a crucial part of this role.

Essential

- Experience of or ability to coordinate a programme of activities, rotas and schedules (or transferrable skills)
- Experience of building management (or transferrable skills)
- Demonstrable experience engaging people in a service or engaging with 'vulnerable groups' (or transferrable skills)
- Demonstrable experience in an administrative capacity or relevant transferrable skills
- Demonstrable ability to solve problems using initiative and creativity; identifying and proposing practical solutions and resolving problems
- Demonstrable ability to manage your own workload, keeping on top of repetitive and one-off tasks, ensuring deadlines are met and projects work to time
- Ability to coordinate schedules
- Ability to maintain confidentiality and work in a positive and non-discriminatory framework
- Ability to maintain a methodical approach with a keen eye for detail.
- Willingness to seek advice from team members when needed
- Excellent verbal and written communication skills, including on the phone
- Highly proficient in using Microsoft Word, Outlook (email & calendar) & Excel

Desirable

- Relevant administrative qualifications
- Demonstrable experience or volunteering with substance use issues
- Identify with lived experience, be that your own or as a family member or related experience of overcoming personal challenges
- Group facilitation or transferrable skills

- Experience of administering petty cash or transferrable skill

Notes

- This role is subject to an enhanced DBS check
- 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.