

	<h2>Recovery & Aftercare Administrator</h2>
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Reports to:	Recovery and Aftercare Team Leader
Salary / Grade:	£26,288 per annum (£13,901 pro rata)
Location:	<p>Base Location: Recovery Centre Recovery Cymru 218 Cowbridge Rd East Cardiff, CF5 1GX</p> <p>You will be required to work at other sites meetings and training as and when needed with notice.</p>
Hours:	20 hours per week
Contract Type:	Fixed Term 12 months

Background to Service:

Cardiff and Vale Drug and Alcohol Service (CAVDAS) is an Alliance of Barod, Recovery Cymru and Kaleidoscope Project with strategic partners G4S and Pobl. CAVDAS Alliance has been commissioned by the Cardiff and Vale Substance Misuse Area Planning board. CAVDAS services will deliver specialist support and interventions across Youth Justice Services, Multi-Disciplinary Team (MDT) Cardiff Council Housing Services, Counselling, Recovery and Aftercare, Volunteering and Service User Involvement, Rapid Access Prescribing (RAPS), structured interventions, peer support and mutual aid, Harm Reduction and Work Force Development. CAVDAS will deliver an integrated young person’s, adults and family and carer information, advice, interventions, and support service. CAVDAS will work across Cardiff and Vale Health and Social Care partners, and forums to co-produce services delivering outcomes in the way that people want. We are looking to build a new culture providing one system for Cardiff and Vale and a unified, innovative and flexible delivery model.

Key Duties and Responsibilities

SPECIFIC RESPONSIBILITIES:

Scheduling and delivery

- Support the Peer Team Leader to coordinate staff rotas, oversee complex schedules of delivery, staffing and use of buildings, assisting with the allocation of staff and volunteer resource, finding cover for absences.
- Meet and greet people attending the centres, providing a warm and welcoming environment.
- Bring referrals from the Single Point of Contact (SPOC) workers and Recovery Cymru recovery community administrator to the team for distribution and act as the first point of contact for CAVDAS telephone queries from individuals, the general public and referral agencies.
- Ensure that telephone calls from outside agencies, service users, members and internal staff are dealt with promptly and courteously, transferring calls to appropriate personnel when necessary.
- Provide support to the volunteers.

Administrative Tasks

- Update the organisation's referral records and database
- Maintain the CAVDAS and Recovery Cymru cloud-based contact list
- Sending out daily text messages when needed
- Schedule and assist in organising daily support groups, meetings, trainings and specific events.
- Schedule and assist in organising Community Rehabilitation Programme
- Chair and take notes in daily team meetings
- Provide admin support as required by the organisation.
- Distribute publicity and resources
- Assist with petty cash
- Input and update CAVDAS financial transactions through finance system
- Additional administrative functions as requested

Staff support

- Form part of a support package for the peer workforce to upskill in administrative functions as requested by line manager
- Operate as a point of contact for the team when the Peer Team Leader is unavailable
- Support the team in managing their diaries.
- Co-ordinate room bookings

GENERAL RESPONSIBILITIES

- Ensure the confidentiality of all records and communications
- Be responsible for dealing sensitively with the range of complex and challenging issues members may present.
- Ensure that all participants are safeguarded and that good, safe practice is followed in all project activities and to contribute to HR processes.
- Undertake reflective practice and participate in peer supervision
- Work with colleagues to ensure thorough planning, delivery, monitoring and achievement of the aims and objectives of the CAVDAS contract associated with

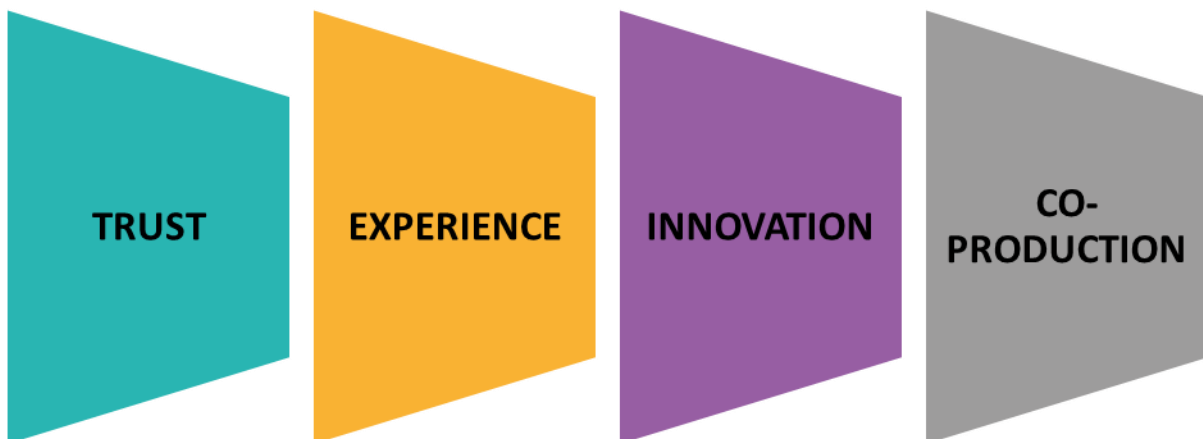
this post

- Attend CAVDAS partnership meetings
- Communicate host organisation and CAVDAS visions and deliver upon model, ethos and philosophy
- Such other duties as may from time to time be reasonably required

The post holder will be expected to work in line with the Social Services and Well Being (Wales Act) 2014, and the Violence Against Women Domestic Abuse and Sexual Violence (Wales) Act 2015 to ensure safeguarding of individuals (adult and children) is at the heart of service delivery. A good understanding of confidentiality and information sharing legislation is required with the confidence to act professionally and seek guidance and support from line management and colleagues where appropriate.

Vision and Values

The post holder will be expected to adhere to and embody Alliance values of TRUST, EXPERIENCE, INNOVATION, AND CO-PRODUCTION in their day-to-day activities working towards the Alliance outcome framework and as part of a wider team.



“The Whole is greater than the sum of its parts”

This post has been identified as requiring evidence of BBV immunisation status to carry out the role effectively. The role may require the post hold to undertake Dry Blood Spot Testing/ Substance Use Testing/ Working in Needle Exchange or is a clinical role and therefore CAVDAS wishes to ensure that staff are not at risk of infection or transmission of a disease that may affect their own or patient safety. Staff will therefore need to evidence their immunisation history, exemption, or non-responder on commencement of employment or at routine intervals at the request of the Alliance.

PERSON SPECIFICATION:		
	Essential	Desirable
Qualifications and training	<p>Expected to meet good skills in numeracy and literacy</p> <p>Expected to meet Good IT skills</p>	<p>Relevant administrative or IT qualification e.g. NVQ</p>
Experience/ Knowledge	<p>Demonstrable experience in an administrative capacity or relevant transferrable skills</p> <p>Ability to work effectively with people regardless of their ethnic, cultural, social backgrounds, their gender, age, religious belief, disability, and sexual orientation.</p> <p>Highly proficient in accurate data entry</p> <p>Ability to coordinate schedules</p> <p>Excellent verbal and written communication skills, including on the phone</p> <p>Ability to prioritise and manage own workload to work to deadlines</p> <p>Ability to communicate effectively with a wide range of audiences, including with people seeking support</p> <p>Ability to maintain confidentiality and work in a positive and non-discriminatory framework</p>	<p>Knowledge of safeguarding procedures.</p> <p>Experience of partnership working (formal or informal)</p> <p>Experience of establishing and reviewing policies and procedures</p> <p>Previous experience of delivering peer-led support / mutual aid / self help</p> <p>Personal or family experience of recovery</p> <p>Experience of working or volunteering with substance misuse issues</p> <p>Experience of database reporting</p> <p>Experience of undertaking a receptionist role</p> <p>Experience of financial administrative tasks, including handling of petty cash or demonstrable transferrable skill</p>

	<p>Knowledge and understanding of GDPR legislation</p> <p>Experience of accurately inputting information in a timely manner, on to electronic database platforms and producing reports or transferrable experience.</p>	
<p>Role specific requirements</p>	<p>Highly organised with ability to prioritise, plan and deliver work within agreed timeframes and to a high standard</p> <p>Highly proficient in using Microsoft Word, Outlook (email & calendar) & Excel</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>Ability to maintain a methodical approach with a keen eye for detail.</p> <p>Willingness to seek advice from team members, where appropriate.</p>	<p>Full, current driving licence and use of a car which is insured for business use.</p> <p>Experience and knowledge of collecting, collating, analysing and reporting on data in line with the service specification</p> <p>Experience of database systems e.g. Lamplight, PARIS</p> <p>Experience of an accounting package e.g. Xero</p>