Recruitment Pack

Volunteer and Admin
Co-ordinator

ACI Therapeutic Recovery Services

January 2023

Volunteer and Admin Co-ordinator

Information Sheet

Addictions Counselling Inverness is looking for a motivated individual with experience of an administration role. Knowledge in addictions, mental health and/or counselling is desirable. Specific duties include office & financial administration tasks and client & volunteer liaison.

Possession of a relevant professional qualification desirable but not essential.

The position is 35 hours/week & fixed term contract until 15th Nov 2024 (extension of contract is funding dependent).

Salary   £23,949 - £26,282 (pro rata)

Holiday: 35 days per annum (including public holidays)

For application pack and further details please visit www.addictionscounsellinginverness.org

Applications can be sent to Development Manager, 108 Church Street, Inverness, IV1 1EP or e-mail manager@addictionscounsellinginverness.org

Closing date **Friday 27th January 2023 @ 5pm**
Interviews will be held on **Wed 8th February 2023.**

Informal enquiries can be made to Sharan Brown, Development Manager on 01463 220995 or manager@addictionscounsellinginverness.org

JOB DESCRIPTION

1.   JOB IDENTIFICATION

Job Title: Volunteer and Administration Co-ordinator

Responsible to (insert job title):   Development Manager

Organisation: Addictions Counselling Inverness

Job Reference: **1004**

No of Job Holders: One full time position (35 hrs)

Last Update (insert date):   Jan 2022

2. JOB PURPOSE

The Volunteer & Administration Co-ordinator will be part of the operations team supporting ACI responsible for the provision of a range of support tasks including HR, Learning and Development and Volunteer co-ordination, ensuring policies and procedures are implemented in relation to volunteer relations, employment law, Health and Safety and Data Protection. This person will ensure operations deliver services of high quality and relevant to the aims of ACI's mission statement and the needs of people and families affected by addiction. Contributing to the review of effectiveness of these roles and introduction of new roles throughout the service as new funding strands are introduced. Support the mission statement of the Executive Committee and the work of all team members working in accordance with the Policies and Procedures of ACI.

3. DIMENSIONS

- Responsible for the day-to-day tasks related to the administration, operation and delivery of the voluntary service.
- Responsible for all Volunteer recruitment/training/development/resultant administration protocols such as insurance/disclosure checks.
- Monitor, report and communicate with the Development Manager.
- Assist with the maintenance of Waiting list people and members of Recovery programme.
- Liaise with statutory services and other third sector partners in line with persons needs.
- Provide a comprehensive and holistic service to the users of ACI.

4. ORGANISATIONAL CHART

ACI Organisational chart
NOV 2022

Volunteers
Employees
Board
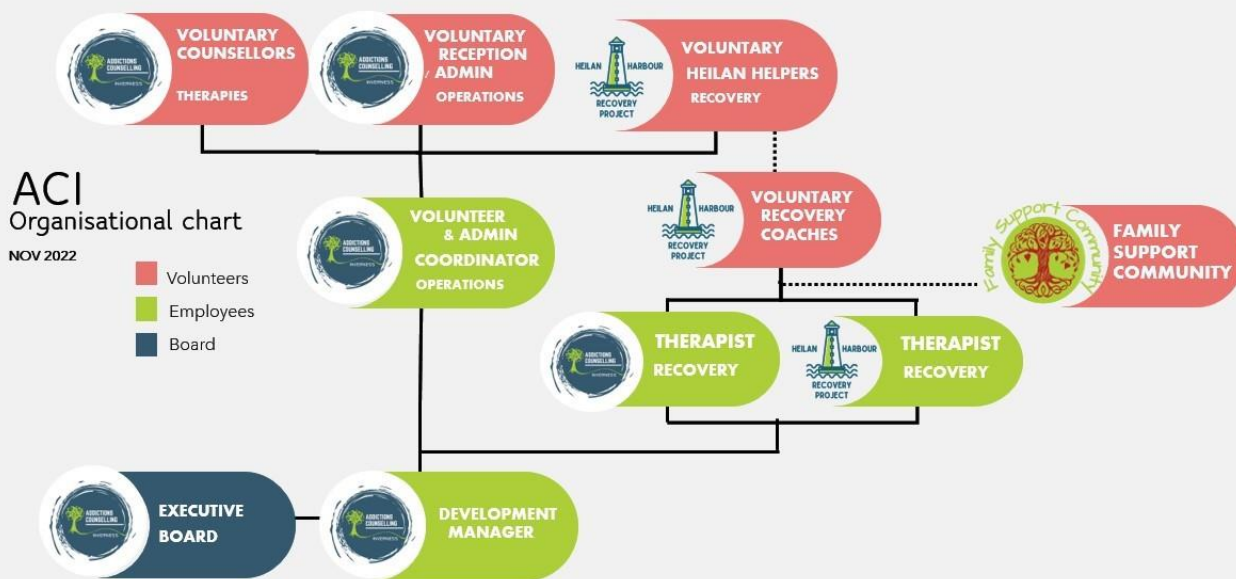
5. ROLE OF ACI

Addictions Counselling Inverness (ACI) is a third sector organisation, established in 1986. It gives people the opportunity to change their thoughts and behaviours associated with addiction and recovery through counselling and psychotherapies. ACI treat a minimum 80 people per year; this includes polydrug dependency and issues with alcohol. As a community rehab service, ACI involves a holistic approach incorporating evidence-based health, psychological, social needs, training, employment and mutual aid interventions as well as a spiritual purpose.

6. KEY RESULT AREAS

General

1. Co-ordinate the Supervision team who provide support to the Volunteer Counsellors and feedback/enhance as required

2. Monitor the effectiveness of systems/procedures of all room booking systems in liaison with the Reception Volunteer team and all other Team members who utilise these systems. Enhance as required.

3. Maintain the administration processes arising from room hire and resultant fees in liaison with Finance Volunteer/Bookkeeping Services and Treasurer.

4. Monitor the effectiveness of the office environment outlining key personal responsibility to those team members using the space. Feedback practical repair needs to Line Manager and support the resolution of these.

5. Support the Reception Volunteers with all telephone enquiries/voicemails/emails and personal callers to ensure these are handled by the most appropriate Team member as per Office standards of response.

6. Ensure all Volunteer Counsellors are maintaining dialogue by whatever protocols with Reception Volunteers re room booking/attendance/cancellation. Liaise with all parties as required to enhance on an ongoing basis.

7. Maintain a welcoming and professional office environment for all personal visits of all parties.

8. Contribute to the compilation of reporting statistics via the various programs required by Funders to ensure dynamic and accurate detail is available as required. This will be achieved by developing Volunteer roles in this area.

9. Review and maintain with Volunteer support all internal information databases. Consider/amend in line with GDPR regulation and protocols for storage of sensitive details in all its forms on an ongoing basis.

10. Have responsibility for all back up of data protocols and ensure these are actioned on a daily basis.

11. Line manage in liaison with the Development Manager the ongoing CPD and appraisal of all Volunteers and Student Placements.

12. Complete additional training both personally and for your area of remit in line with new information/statistical programs as required.

13. Undertake new tasks/special projects and embrace any other reasonable duties where necessary.

14. The post holder is line managed by the Development Manager but is not closely supervised.

15. Guided by standard operating procedures, good practice and established precedents.

Managing Resources

1. Ensure efficient and effective use of resources in the running of the ACI operations.
2. Utilise ACI's expenditure in accordance with budgetary constraints and delegated authority.

General

1. As a Member of ACI Team – attend all relevant meetings, participate in decision making process, report on relevant issues, produce minutes when appropriate.
2. Attend all relevant courses and conferences once approved by the Development Manager.
3. Participate in relevant Team Meetings, bringing any relevant information to the attention of the Development Manager.
4. Undertake such other responsibilities as directed by the Development Manager.
5. Providing cover, the absence of operations staff members – arranged or unplanned.

7a. EQUIPMENT AND MACHINERY
Computer Systems Mobile phone Shredder Laminator

7b. SYSTEMS
Responsibility for ensuring that people's notes, data input and letters to other professionals are kept up to date. Responsibility for assisting in the efficient collection of statistics and the monitoring of information in DAISy. Electronic data storage, using Word, Excel, and PowerPoint

8. ASSIGNMENT AND REVIEW OF WORK
The post holder is responsible to the Development Manager who will carry out regular supervision and annual review. Work is generated by the throughput of ACI's referral and treatment process and volunteer needs The post holder will review, with the input of people in service, the service provided by ACI on a monthly basis with the Development Manager through the Addiction Treatment & Recovery Care Management system and contribute to the overall management of the therapies and recovery services. Such reviews will shape services.

9. DECISIONS AND JUDGEMENTS
The post holder will use their own initiative to make basic decisions regarding the effective development of operations and the needs of people in service and voluntary team. The Development Manager will be available to advise on more complex matters. Independently assess, implement and develop volunteer programmes and models. Assess service requirements and implement policy and protocols. Take a part in decision making about volunteer and admin needs. Prioritise and re-assign workload and develop robust information management systems. Listen to and report complaints and concerns made regarding the service, including complaints from the public, about the services provided at ACI. Identify personal training needs and implement appropriate action in collaboration with Development Manager. Make judgements about the equipment needed for the provision of ACI's programmes in line with ACI policies and the pressures of budgets provided.

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB
Work can be interrupted by unpredictable situations. Regular meetings are organised to discuss and manage workload to ensure deadlines are met. Review of work is carried out through annual appraisal and regular 1:2:1 meetings. Dealing with people who have multiple problems associated with their drug use and/or mental health problems. Able to work independently and manage people using the services. Attempting to focus on operations work when occasionally faced with challenging and chaotic behaviour.

11. COMMUNICATIONS AND RELATIONSHIPS

Internal

- Attend and participate in service meetings.
- Maintain good communication with a variety of health, welfare and social service teams, both statutory and non-statutory.
- Professional reports as and when required.
- Maintain patient and carers confidentiality.
- Maintain patient's records including collection of statistical and activity-based information.
- To attend and represent the views of the team at relevant meetings.

External

- Liaise effectively with referrers, self-referrals, statutory and non-statutory agencies.
- Contribute to the effective delivery of the service by using verbal, written and IT skills.
- Attend relevant forums and meetings representing the policies and reviews of the service.
- Maintain service members confidentiality.
- Maintain all records legibly and accurately. To be reviewed at appropriate intervals.
- Gather and input statistical information concerning service activity.

Teamwork

- Work autonomously with a small team but flexibly as part of role.
- Be proactive in the development of working relationships both in and out with the team.
- Participate in the orientation and training of other team members.
- Provide strong leadership and direction for area of responsibility.

Development

- Actively contribute to the development of organisational standards and policy by taking a proactive role in policy meetings and team reviews. Participate in mandatory training programme.
- Participate in ongoing training and supervision to enhance and consolidate good practice in working with people.

Mentoring

- Participate in the organisation of counselling students placement work.
- Disseminate information, providing evidence-based resources, training and consultancy on the management of drug and alcohol problems

Management

- Receive and process referrals from various sources such as colleagues within ACI, Social Work Department, Primary Care and non-statutory agencies.
- Plan and prioritise operations activities.
- Ensure that relevant staffs are made aware of any alerts concerning people in service.
- Manage workload, planning and prioritising activities in consultation with management.
- Attend and actively contribute formulating service and development policies

12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB

Physical Skills
Daily use of Keyboard and office equipment
Driving occasionally

Physical Effort
Combination of walking, sitting, standing and driving. May involve the setting up of equipment and/or the preparation of rooms and therapy space.
Management of violence and aggression

Mental Effort
Concentration frequently required when working in office area.
Negotiation skills required when working with challenging client group. Such negotiation may be about behaviour, drug use or sexual health.

Emotional Effort
Frequently discusses highly sensitive issues such as abuse, relationship problems, family conflict, etc.
Frequent crisis intervention and occasional exposure to possible suicide and/or overdose**.**

Environmental Factors
Occasional exposure to verbal and physical aggression.

13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

Completion of education to SVQ3 (SCQF6) in relevant subject / professional qualification in administration/ IT or relevant experience (e.g. administration) or work experience identified below

Mature, responsible, empathic outlook on therapeutic service delivery, which respects clients' dignity and human rights.

At least 2 years' experience working in a related area and a good understanding of counselling.

High levels of communications, organisational and people management skills.
Ability to prioritise & manage several tasks simultaneously
Skills and practical experience of IT packages/ databases
Good knowledge of social media platforms.

14. JOB DESCRIPTION AGREEMENT

A job description will be signed off by whom the job description applies.	
Job Holder's Signature:	Date:
Head of Department Signature:	Date:

Person Specification

**Volunteer and Admin Coordinator
Addictions Counselling Inverness**

The following table identifies the essential or desirable qualities, experiences and qualifications for the above post.

CATEGORY	EXPERIENCE, QUALITIES AND QUALIFICATIONS	
	Essential	**Desirable**
WORK EXPERIENCE	• Previous experience in office/ administrative duties	• Knowledge/ experience of working with a voluntary sector • Experience of working with addiction clients • Alcohol/drug awareness
QUALIFICATIONS	• Candidate will have an appropriate educational background	• Further education or professional qualification in administration/ IT • Counselling
KNOWLEDGE AND SKILLS	• Excellent organisational skills • Ability to prioritise & manage several tasks simultaneously • IT experience & skills and practical experience of IT packages/ databases	• Ability to manage statistical information
PERSONAL ATTRIBUTES	• Good communication and social skills • Calm, cheerful & enthusiastic personality • Ability to work within a busy work environment • Ability to work flexibly & using own initiative	• Good conflict management and problem-solving skills