

Administrator / Receptionist

Role Purpose

- Delivering, through excellent customer service and organisational skills, the effective management of administrative duties, that will assist in the delivery of excellent drug and alcohol services to service users, their significant others and the wider community.
- To support safe and effective service delivery through the completion of regular health and safety, fire, premises and VDU risk assessments and checks. Take action to address any gaps or improvement needs, working effectively with colleagues to achieve the necessary corrective action.
- To work collaboratively with colleagues and key stakeholders across multi-disciplinary teams, ensuring adherence with all Via policies and Safeguarding principles.

Key duties and activities of the role

- Support in the delivery of high quality, person centred, low threshold services, responding to the individual and diverse needs and preferences of our service users and their significant others. Demonstrate excellent customer service, providing a warm and professional welcome to service users, professionals and all other stakeholders.
- In line with organisational processes, procedures and timescales, record and process incoming and outgoing mail, order and manage stationery and other required resources, manage petty cash and invoice processes.
- Take a lead responsibility for premises and equipment security, health and safety, repairs and maintenance, and the general tidiness and appearance of offices and facilities.
- Act as on-site point of reference for the team for ensuring the effective operation and use of IT and telecoms systems.
- Support in the collection, collation and auditing of service statistics, database records and stakeholder feedback to improve the quality, safety and performance of the service
- Maintain accurate and timely records using the designated case management system in compliance with Via Information Governance policies and procedures. Under the direction of the Performance Lead, generate performance reports and support in the delivery of training to colleagues on the effective use of data systems and processes.
- Support volunteers, peer mentors and service user representatives to take an active part in Via services.
- Identify risks and take appropriate action in accordance with local, national and organisational Safeguarding policies.
- Actively contribute to multi-disciplinary meetings. Support to organise and minute meetings as required.
- Work flexibly, including across multiple sites when required.

Person specification for the role

- Passion for and understanding of working with substance misuse services or with other socially excluded or vulnerable groups.
- Excellent organisational skills with a proven ability to meet deadlines, record information accurately and in a timely way and to work calmly under pressure.
- Excellent IT skills including use of Microsoft Office programs and digital meeting platforms and Case Management Systems like Nebula, System One or Theseus.
- Great team working, communication and interpersonal skills. Demonstrating a highly cooperative approach to supporting colleagues and the whole team to deliver Service objectives, as well as in communicating with key stakeholders.
- An understanding of the Health and Social Care regulatory requirements of the Care Quality Commission (CQC), National Institute for Clinical Excellence (NICE) and any other relevant bodies.
- Demonstrable commitment to working in partnership with other professionals such as criminal justice agencies, community groups and other stakeholders to achieve good outcomes for our service users.

Responsibilities for all Via staff

- To work within Via values and ethos, supportively collaborating with all colleagues, and demonstrating active engagement with the wider organisation.
- To promote and deliver positive, inclusive and anti-discriminatory practices in line with Via policies, professional and sector requirements, and legislative frameworks.
- To act on all Safeguarding concerns so that all statutory and organisational Safeguarding responsibilities are met and that all learning is shared.
- To observe professional integrity and candour at all times and with all people.
- To comply with all organisational policies and procedures including GDPR and all Health and Safety policy and guidance, taking responsibility for your own safety and contributing to that of colleagues and others as applicable.
- To regularly participate in one-to-one / supervision sessions, objective setting and review, training, practice and learning forums.
- A commitment to learning and to continuously improve everyone's knowledge and skills.
- To work flexibly to enable the delivery of effective services. This may include flexibility across sites or flexible hours, and any other duties that may reasonably be required of you within your role.

Version Control				
		Authors		
Version number	Date	Initials	Initials	Initials
1.0	22/07/2021	AW	MD	DT