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| **JOB DESCRIPTION** |
| **Job Title:** | Administrative Volunteer |
| **Hours:** | TBC |
| **Location:** | Bath. B&NES and any other location reasonably requested by the organization. |
| **Accountable to:** |  |

# Principle Purpose of the Job

To provide efficient administrative, and data support function to the service. To proactively support the smooth running of the administrative functions within the service and therein support the organisational effort to prevent drug and alcohol related mortality.

**Key Duties and Responsibilities The duties and responsibilities of the role are wide ranging and the lists below should be seen as a set of examples as opposed to an exhaustive list:**

Operational Duties

1. Provide administrative support for specific harm reduction services in BANES
2. Maintain and create record-keeping systems as required.
3. Provide administrative support to input BBV results and update additional records as needed.
4. Maintain accurate records of contacts and meetings
5. Use and operation of case management system to update service user records as and when required
6. To support the receipt and processing of all referrals, screening, and triage assessments

# Personal Performance

1. To work collaboratively, creatively and flexibly with other members of staff, volunteers and mentors to ensure that services are fully coordinated and are working collectively towards the achievement of goals and positive outcomes for each individual client
2. To work alongside and provide support to students, volunteers and peers as required.
3. To be responsible for performance management at an individual level through: self- management; delivery of goals and tasks set; delivery of contractual requirements, targets and outcomes; and reporting progress.
4. To maintain up to date knowledge of evidence based best practice and actively engage in opportunities for learning and development at an individual and team level.
5. To contribute to the continuous improvement of quality and performance of the service
6. Any other duties in line with the above as required by the team leader and/or service manager

# Monitoring & Administration

To comply with data collection procedures and reporting to ensure effective recording of performance monitoring, outcomes and service user information

To carry out all necessary administration in relation to casework tasks including monitoring, and participate in DHI service evaluation audits.

# Organisational Responsibilities

* 1. At all times adhere to DHI policies and procedures, with specific reference to:
		+ Confidentiality: ensure confidentiality at all times, only releasing confidential information obtained during the course of employment to those acting in an official capacity.
		+ Data Protection Act and Information Governance: to comply with the requirements of the Data Protection Act and all policies and procedures relating to Information Governance and security of data.
		+ Equal Opportunities and Diversity: to ensure that all service users, their partners, colleagues both within DHI and other partner organisations are treated as individuals by following DHI’s Equality and Diversity Policy.
		+ Health and Safety: to ensure you comply at all times with the requirements of the Health and Safety regulations and DHI’s Health and Safety Policy and Procedures. You are responsible for taking reasonable care with regard to yourself as well as any colleague, client or visitor who might be affected by an act or failure to act by yourself.
		+ Quality Assurance: to ensure all activities are managed in a way that supports DHI’s Quality Assurance systems.
		+ Safeguarding: DHI is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.
		+ Lone Working: to work in accordance with the DHI Lone Working policy and procedures.
	2. At all times adhere to contract requirements, relevant legislation, good practice, with specific reference to: The DoH Drug Misuse and Dependence – Guidelines on Clinical Management; Ethical Framework for Good Practice NTA, NICE.
	3. Participate in the organisational planning processes and contribute to the establishment of DHI’s business plan.
	4. To perform as part of the Corporate Services and wider DHI team, attending and participating in regular meetings, appropriate training courses and in skills sharing sessions.
	5. To participate in regular supervision and support.

This job description contains only the main accountabilities relating to the post and does not describe in detail all the duties required to carry them out. As duties and responsibilities change, the job description will be reviewed and amended in consultation with the post holder.