



ADFERIAD RECOVERY

Bodloni anghenion pobl sy'n agored i niwed sy'n wynebu heriau bywyd cymhleth
Meeting the needs of vulnerable people facing complex life challenges



JOB DESCRIPTION **Receptionist/Administrator**

Hours:	22.5 hours per week
Salary:	£18,575 per annum (Pro rata £11,145)
Holidays:	25 days per year plus 8 public holidays (pro rata)
Period of Notice:	1 week during probation; 4 weeks thereafter
Probationary Period:	6 Months
Based at:	The DAWN Centre, Colwyn Bay
Responsible to:	House Manager

Job Purpose:

To be the main receptionist at the central Adferiad office, this being the Dawn Centre in Colwyn Bay, and provide administration duties for the CAMFA service.



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Responsibilities:

Service User Work:

- To ensure that all visitors feel welcome and are greeted with a smile.
- To be the first point of contact for potential service users both over the phone and face to face.
- To provide potential service users with information about services and how to access them.
- To take referrals from and in respect of service users, whether face to face or on the telephone.
- To adhere to Adferiad's confidentiality policy.

Administration:

- To be the main receptionists and provide a switchboard service for all of the DAWN Centre services, internally and externally, and taking messages for all tenants within the DAWN Centre.
- Cover when needed additional calls from the other services to include our other therapeutic service Parabl, in respect of referrals and sign-posting.
- Inputting referrals onto the necessary database for the CAMFA services.
- Provide general administration duties such as franking the post, photocopying, shredding etc.
- Co-ordinating and taking room bookings for the DAWN Centre.
- Supporting the running of the building and Reception.
- Co-ordinating other records, proforma and information as directed by the House Manager.
- Attending meetings directed by the House Manager.



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General:

- To carry out other duties as and when required that are appropriate to the post.

Professional:

- To participate in the Adferiad continuous learning, development and appraisal process.
- To maintain professional accreditation as appropriate to role.
- To attend training provided, organised or arranged by Adferiad Recovery.
- To operate within and observe Adferiad policies and procedures as amended and updated.



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	<u>Essential</u>	<u>Desirable</u>	<u>Method of Assessment</u>
Qualifications:	<ul style="list-style-type: none"> A good standard of general education 		Application
Experience:		<ul style="list-style-type: none"> Previous experience in a similar role Knowledge of Drug and Alcohol and/or Mental Health services 	Application / Interview
Skills:	<ul style="list-style-type: none"> Good communication skills 	<ul style="list-style-type: none"> Secretarial, clerical, and administrative skills to include the use of Microsoft offer 	Application/ Interview /
Knowledge:	<ul style="list-style-type: none"> Working knowledge and experience of Microsoft Office – particularly Word and Excel Awareness of diversity issues 	<ul style="list-style-type: none"> Welsh language skills Awareness of vulnerable client groups 	Application/ Interview
Personal Qualities:	<ul style="list-style-type: none"> Motivated Enthusiastic Good team player People person 		Interview
Other Relevant Requirements:			