

Job Description

Position	Receptionist/Administrator
Salary	£8.21p/h
Period of Employment	6 months, subject to periodic reviews
Hours/Days Required	25 hours per week spread over 4 days (Hours to be agreed with Placement Supervisor) (Paid for 30 in total)
Placement Organisation	Humankind (Formally DISC), Forward Leeds, 5 Ways Recovery Academy, 43 Westfield Rd, Leeds LS3 1DG
Responsible to	Work Placement Supervisor and PATH Project Officer
How to Apply	Email CV and supporting statement to step@pathyorkshire.co.uk and include an eligibility check form/ application declaration form downloadable from the Vacancies Page of our website, www.pathyorkshire.co.uk .
Job Start Date	Immediate

About the Placement Organisation

Humankind currently operates 5 successful integrated substance misuse services across the North of England, including the £8.5m Forward Leeds contract. Forward Leeds currently supports over 3000 people (adults, young people and families) in substance misuse treatment and recovery. Staff and volunteers adopt a holistic approach to support clients to achieve a broad range of positive outcomes including mental health and wellbeing, housing, and employment. We currently offer a range of high-quality, effective interventions, underpinned by 5 Ways to Wellbeing, such as our 'Dealing with Anxiety' courses, offering group-based support such as mindfulness and art therapy.

5 Ways Recovery Academy is a community-based service that supports those in recovery from substance misuse to achieve a broad range of holistic outcomes. We provide a range of support including 1-1 and structured group work, education, training and employment advice, health-related activities and peer support.

We are seeking to recruit a Receptionist/Administrator to work alongside our Senior Administrator.

Purpose of the Placement

This paid placement is funded through the STEPS programme and aims to support Leeds residents who are over 25 years old and long term unemployed (unemployed over 12 months and over) develop their confidence and work skills within diverse sectors with supportive employers within a 6 month fixed term period. *Eligibility terms and conditions apply.

Participants will be working for 25 hours in a paid role. In addition they will be required to undertake 5 hours of paid personal development training which will include either volunteering within your paid placement or with another organisation or undertaking some training or courses.

Work Skills Development Opportunity

The post holder will receive robust support and a range of training opportunities. They will be supervised by the Senior Administrator who is based full-time at 5 Ways. They will also have the opportunity to work with other administrators within the treatment services at Forward Leeds to gain further experience.

The post would ideally suit someone with administrative experience or a keen interest in administration and reception work and a passion for making a difference and supporting those in recovery from substance misuse.

The post will be based at Forward Leeds' 5 Ways Recovery Academy.

Key responsibilities will include:

- Acting as the front-facing receptionist, welcoming visitors and service users into the building
- To work as part of a team in the effective day-to-day running of the reception/administration area and associated duties
- Maintain electronic and manual appointment systems
- Coordinate room bookings, including preparation of meeting/training rooms and organisation of refreshments as and when required
- To work alongside the Senior Administrator and be responsible for good housekeeping, ensuring that equipment, stock levels and general stationary supplies are maintained at an adequate level
- Forge good working relationships with service users, family members and other professionals

Main duties and responsibilities will include:

- Maintain electronic and manual appointment systems, including recording service attendance and booking appointments for service users
- Record information to a standard appropriate for reporting data and in compliance with data protection guidelines
- Ensure service users' information is recorded within a timely manner and information is up to date and relevant, in accordance with organisational guidelines, policies and procedures
- Understand audit requirements and the need to ensure information is collected and recorded in accordance with audit requirements and Key Performance Indicators
- Build and maintain relationships with our client group, carers and family members and other external providers
- Have an understanding of the needs of our service users to aid recovery
- Have a good understanding of the criteria and support available at 5 Ways and be able to share this information with service users, family members and external services
- Complete mandatory training and any other identified training to enhance and develop the role
- Engage in supervision
- Attend team meetings and Practice Development Groups
- Operate within the company policies in relation to Equal Opportunities, Health and Safety, Violence in the Workplace, and Confidentiality within Humankind's Charter of Service Standards and Quality Assurance System
- Undertake any other duties commensurate to the role identified by the Line Manager

Personal Development

Further training and experiences may be gained as appropriate.

SELECTION CRITERIA

The ESSENTIAL CRITERIA are those criteria that you must meet in order for you to be considered or given a chance for an interview.

The DESIRABLE CRITERIA are not necessary for you to meet but if you indeed do so, they can be considered an advantage that you have over other applicants who also met the essential criteria.

IMPORTANT: Use these selection criteria to guide your answers in the COMPETENCY STATEMENT section of the PATH STEP Application Form.

QUALIFICATIONS & ATTAINMENTS	Essential Criteria	Desirable Criteria	Method of Assessment
			Application & Interview
SKILLS & COMPETENCIES	Essential Criteria	Desirable Criteria	Method of Assessment
Have good communication, teamworking, interpersonal and organisational skills;	X		Application & Interview
Good Numeracy and Literacy skills	X		Application & Interview
Have a passion for working with people	X		Application & Interview
Have the ability to work in a fast-paced environment;	X		Application & Interview
Ability to work independently, meet deadlines and priorities	X		Application & Interview
Ability to work to policies and procedures	X		Application & Interview
Ability to carry out administrative tasks such as filing, inputting data, typing letters etc	X		Application & Interview
KNOWLEDGE & EXPERIENCES	Essential Criteria	Desirable Criteria	Method of Assessment
Basic IT skills including ability to use Microsoft Office packages (Word, Outlook email and Calendar)	X		Application & Interview
BEHAVIOURAL & VALUES	Essential Criteria	Desirable Criteria	Method of Assessment
Work in accordance with organisational policies and procedures	X		Application & Interview
Pro-active approach to work	X		Application & Interview
Understand the need for adhering to confidentiality and professional boundaries	X		Application & Interview
Understand needs of client group and empathise with client group	X		Application & Interview
Non-judgemental attitude	X		Application & Interview
Willingness to undertake training to input information onto SystemOne and gain experience in using a range of Microsoft Office packages	X		Application & Interview

Disclaimer

- Your contract of employment will cease at the end of the 26 weeks
- Benefits may be affected as this placement will be classed as paid employment

RISK ASSESSMENT OF THE TRAINING POSITION

A. CLIENT GROUPS, the trainee will work with

- General Public Factory Work Other Agencies
Children People with learning difficulties Clients in their own home resident or hostel

B. PHYSICAL CONDITIONS:

1. Work is conducted in the main

- Indoors Outdoors Sitting
Standing Walking Office Accommodation

2. The training will involve

- Lone Working Working out on the Estate Working underground
Climbing Working on the Counter Working in Void Properties
Bending Manual Handling tasks Working in confined spaces
Stretching Working at Heights Contact with discarded needles
Driving Potentially working in a smoking environment
Cash Handling Use of Display Screen Equipment

C. CONTROLS TO MINIMISE HAZARDS

The following specialist equipment will be provided for the traineeship.

Personal Protective Equipment	n/a
Protective Clothing	n/a
Type of Vehicle (other than car)	n/a
Other equipment used	n/a

To control the hazards identified by this assessment, we are committed to providing Induction Health & Safety training plus further detailed training as appropriate to the post.

We want all our trainees to work in safe and healthy conditions. In accordance with health and safety legislation – all trainees have a duty to act responsibly and to do everything they can to prevent injury and ill health to themselves, work colleagues and others.