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### ADMINISTRATOR ROLE DESCRIPTION AND SPECIFICATION:

<b>DEPARTMENT:</b>	Barod
<b>LOCATION:</b>	The Next Step
<b>REPORTING TO:</b>	Assigned Volunteer Link Worker

### PURPOSE

To provide administrative support for the Cwm Taf drug and alcohol Service.

### SPECIFIC RESPONSIBILITIES

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#### MAIN TASKS:

1. To help with the day-to-day administration duties.
2. To help maintain the electronic and paper booking system.
3. To help with telephone enquiries from other professionals and service users.
4. To help produce and process client correspondence in relation to referrals.
5. To provide information, support and advice to service users and professionals, both in person and on the telephone.
6. To help with providing administrative support for appropriate meetings.
7. To work in a non-judgemental and anti-discriminatory way at all times.
8. To undertake other reasonable tasks if needed.

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#### LEARNING AND DEVELOPMENT:

- Attend the Volunteer induction training before commencing your volunteer position
- Attend and take part in ongoing training offered by Barod
- Maintain your training log within your Development Profile
- Take ownership of your own personal and professional development

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## **OTHER:**

- Consent to Barod undertaking a Disclosure and Barring Service (DBS) enhanced check.

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## **PERSONAL ATTRIBUTES:**

To process and be willing to develop the following qualities and demonstrate them towards service users, staff and all individuals you have contact with. These include the Barod values:

- Positive Attitude
- Integrity
- Equality
- Honesty
- Empathy
- Trust
- A non-judgemental attitude
- A non-discriminatory attitude

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## **VOLUNTERING AGREEMENT:**

- To be able to commit to a weekly session of at least four hours per week where possible
- Inform the link worker, or appropriate staff member if the link worker is not available, if you are unable to attend your planned activity
- Inform Barod if you wish to terminate or suspend your volunteer role at any time
- Complete and submit time sheets and reimbursement forms in a timely manner
- Adhere to all Barod policies and work within professional boundaries as outlined by Barod

As you develop and gain experience and competence in different areas, your role may change. Specific responsibilities, tasks and developments for differing roles are outlined in the Volunteer Handbook under 'Volunteering Roles'.