



## Job Description – Part time Administrator

Reporting to:	Outreach Team Lead
Location:	Woking, Surrey
Salary:	£ 24,500-£25,500 FTE (pro rata £14,292 - £14,875 pa)
Working Hours:	Tuesday, Wednesday & Thursdays (21 hours per week)

*Please note that this job description is not a definitive list of tasks but is designed to give an overview of the role. All employees are expected to undertake reasonable additional duties as required and to understand that job descriptions develop and change over time.*

**Purpose of the post – To triage new referrals into the outreach service and provide administrative support to the outreach team as needed.**

### Key Duties

- Clearing CJSIM and Outlook inboxes at least twice daily, ensuring that messages are forwarded to the correct member of staff and bringing any urgent or critical matters to the attention of the Outreach Team Lead/Adult Community Services Lead.
- Undertake Triage calls daily – ensuring that potential service users are contacted in a sensitive manner, encouraging engagement and keeping them updated with progress.
- Complete DASH assessments where required to access risk of service user.
- Signpost to external agencies for additional support for the service user.
- Be mindful at all times of the safety of clients, volunteers, colleagues and yourself.
- Be aware of and work within YS policies and practices.

### Other tasks

- Undertake administrative tasks for the Outreach Team/Service Lead as required. These may include arranging team meetings, organising group programmes (including associated refreshments and external room bookings), drafting induction plans, collating documents, shredding, photocopying, etc.
- Assist with data entry/closing cases on Oasis case management system
- Ensure all data and documents are dealt with in a confidential manner in line with GDPR requirements.
- If required, on an ad hoc basis, assist with the provision of service user statistics/other data requirements.

## **Health and Safety**

- At all times to work in a safe and efficient manner, be aware of Your Sanctuary's health and safety policies.
- Where appropriate, participate in addressing the risks identified in the health and safety annual audit.

## **Internal participation**

- Regularly attend and participate in staff team meetings and inform colleagues who cannot attend of agreed outcomes and actions.

## **Performance and Development**

- Identify possible areas of development within the role and Service and bring these to the attention of the Team Lead and Leadership team assisting with their creative development and implementation as part of the outreach team.

## **Person Specification- Outreach Worker**

### **Demonstrate Your Sanctuary Team Values**

**Compassion** – to have an understanding of the experiences of survivors of domestic abuse and others coupled with a determination to support and help

**Empowerment** – to work alongside survivors and colleague to achieve autonomy, self determination, and space for action

**Collaboration** – working together with survivors, colleagues, agencies and the wider community to achieve our aims

**Non-judgemental** – to be accepting, understanding and respectful of other's experiences, decisions and values

### **Experience, Skills and Knowledge**

- Experience of handling difficult or sensitive phone calls
- Experience of undertaking a range of administrative tasks
- Ability to demonstrate working to deadlines, using own initiative and taking responsibility for own workload
- Excellent working knowledge of Microsoft applications and databases
- Excellent organisation skills and a high level of applied attention to detail, with the ability to juggle priorities in a busy environment whilst staying calm under pressure
- Strong written and verbal communication skills
- Very high level of confidentiality understood and applied at all times
- Reliable and flexible

- Empathy, integrity, warmth, resilience, respectful to and supportive of others with a non-judgemental approach.
- Work as part of a team

**Other**

- Support the aim and principles of Your Sanctuary (E)
- Commitment to equal opportunities and impact of this on our service (E)
- Commitment to issues of confidentiality (E)

It is important that the post holder has the required personal attributes and holds values and ethics in line with those held by the organisation; therefore an applicant with the willingness to learn and be flexible may still be considered if they have qualities which do not directly match all of the above criteria.

*Please note that Your Sanctuary will require an Enhanced DBS check for this post and candidates must also satisfy the interview panel that they have an objective distance from any personal experience of violence/abuse.*