

DRUG AND ALCOHOL SERVICE FOR LONDON

COMMUNITY ALCOHOL TEAM

JOB DESCRIPTION

Job Title:	Community Alcohol Team Administrator
Location:	Capital House, 134-138 Romford Road, Stratford, London, E15 4LD
Responsible to:	Senior Administrator
Salary:	£22,324 inclusive of LW.
Holidays:	27 days per annum and bank holidays.
Hours:	35 hours per week

Background

This post will be the first point of contact for the Community Alcohol Team. The postholder will work closely with the Counselling, Detox Team and the Administration Team and the Data Manager in supporting the provision of a range of services to clients with alcohol and alcohol related problems.

Key Objectives of Post

Community Alcohol Team

1. To administer all referrals to the Community Alcohol Team.
2. To assist with the administration of the Structured Day Programme.
3. To administer the database and electronic recording systems for Community Alcohol Team clients.
4. To set up and maintain filing, recording systems and correspondence relating to all Community Alcohol Team clients and to clients of other DASL services when required.
5. To deal with client enquiries on a day-to-day basis.
6. To be responsible for the Community Alcohol Team data monitoring and evaluation systems.
7. To administer recording systems for Community Alcohol Team Sessional staff.
8. To assist with Reception duties when required.
9. To work within operational systems, i.e. duty desk, central filing, recording and documenting client contact and minute taking of key meetings.

Data Monitoring

10. To assist Newham Service Manager and Data Manager with performance monitoring reports.

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11. To action data quality issues identified by the Data Manager in the current system.
12. To run standard data quality reports in DASL's data system.

Key Responsibilities of Post

1. To operate the Community Alcohol Team appointment system.
2. To maintain waiting lists for Community Alcohol Team services.
3. To send out appointment, non-attendance and other letters to clients when required.
4. To take initial enquiry calls from clients and referring agencies.
5. Liaise with administrators and clinical staff to improve recorded data quality and completeness in clinical systems.
6. To explore trends in data entry errors and gaps and assist the Data Manager to solve issues relating to errors and gaps.
7. To deal with enquiries for general information and send out information.
8. To administer manual and computerised systems for recording and monitoring client details, referrals, appointments and attendance.
9. To establish and maintain a confidential day-to-day client filing system.
10. To maintain stocks of forms, stationery and materials in day-to-day use and carry out photocopying duties accordingly.
11. To confirm hours worked by Community Alcohol Team Sessional Staff and report any absences to the Finance & Human Resources Departments.
12. To work in conjunction with the Structured Day Programmes and Criminal Justice Administrators.
13. To undertake administration of staff recruitment as and when necessary.

Other Duties

1. To be accountable to the Executive Committee of DASL via the Chief Executive.
2. To attend DASL meetings and training events as and when required.
3. To perform any other duties, commensurate with the post, as may from time to time be deemed necessary.
4. To liaise with the other administrative staff at DASL, and provide cover as and when required.

DASL OPERATES A NO SMOKING POLICY

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Person Specification

Essential Criteria	Measured by:
Qualification and Experience	
▪ Have a qualification – in administration and/or information technology at NVQ level 2 or equivalent.	(A/I)
▪ To have extensive knowledge and experience in Microsoft Access.	(A/I/T)
▪ Have previous experience of working in an administrative role.	(A/I)
▪ To have experience of maintaining databases and producing statistical reports.	(A/I)
▪ To have experience of ensuring the delivery of services to agreed specifications/standards.	(A/I)
Client/Customer Experience	
▪ To have experience of processing client/customer enquiries and then maintaining information systems (paper and technology based)	(A/I)
▪ To have experience of working within a confidential client/customer setting and the specific challenges this poses.	(A/I)
▪ To demonstrate a non-judgemental attitude to individuals with alcohol and drug problems.	(A/I)
Other	
▪ To have experience of developing effective working relationships with other local services to ensure smooth working/liaison.	(A/I)
▪ To demonstrate experience of keeping up-to-date client/customer records for monitoring purposes.	(A/I)
▪ To have knowledge and experience of Microsoft Word and Excel.	(A/I)
▪ To have experience of working to tight deadlines and managing priorities.	
▪ To be able to demonstrate a commitment to working within DASL's Equal Opportunities Policy.	(A/I)

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A- Application, I – Interview, T- Test