

## Liaison Administrator Information Pack

<b>Initiative</b>	The Beacons (Organisation Liber8 Lanarkshire)
<b>Job Title</b>	2 x Liaison Administrators
<b>Located/Base</b>	Across 4 Localities in South Lanarkshire
<b>Hours</b>	35 hrs (may consider job share)
<b>Salary</b>	(£21,294 pr rata) £11.70 p/h
<b>Reports To</b>	Beacons Project Lead

### Host Organisation Operating Principles & Ethos

Liber8 has operated in Lanarkshire for 18 years; our mission is to improve the health, wellbeing and the quality of people's lives, with a particular regard to reducing the negative impact of alcohol and substance misuse on the individual, families and communities.

Our guiding principles, that we believe are essential, are based on the enduring fundamentals of service provision and the ethos held within Liber8, which are, open access available to everyone; choice for people using our services; the improvement of the health and wellbeing for all and quality assurance - to provide the best quality service.

We operate in accordance with our values of:

- Passion: engaging emotionally
- Respect: valuing each and every individual
- Compassion: kindness, caring, and genuine willingness, to help others
- Healing: promoting health of mind and body for all
- Empathy: experiencing the feelings, thoughts, and experience, of another
- Caring: promoting health, healing, and the installation of hope
- Recovery: positive recovery and growth for everyone

### The Beacons Initiative

Liber8 is the host organisation for The Beacons Initiative; four Recovery focused venues in the four localities of South Lanarkshire, Hamilton/Blantyre: Cambuslang/Rutherglen: Clydesdale / Lanark and East Kilbride.

The Beacons provide a range of recovery focussed activities to individuals and families in recovery from alcohol, substance use and mental health issues in South Lanarkshire. The initiative has a particular focus on upskilling people with lived experience and to provide assertive outreach activities; targeting those people who are often deemed as 'hard to reach'; with the aim of increasing the numbers of people accessing and completing treatment and care support services and interventions successfully and promoting recovery for all.

The Beacons also offer a range of training opportunities for people with lived experience who are in recovery with the aim of establishing a 1st Responders Team of volunteers with lived experience, this team will become the front door entry system for people accessing the Beacons.

Liber8 are seeking to recruit 2 Liaison Support Administrators to join our Beacons team and to support the ongoing successful Beacons Initiative. Each Liaison Support Administrator will primarily be based and be responsible for one Beacon but may be required to provide cover for annual leave/ sickness periods in other localities.

The postholders would principally act as a conduit for all those accessing the Beacons. Guiding and supporting people through the interventions and activities on offer; ensuring the physical premises are open, welcoming and operating as Psychologically Informed Environments.

# Job Description

## Job Role: Liaison Administrator

### Purpose of Job Role

The postholder, will be the liaison person between people contacting the Beacons for a variety of reasons and the appropriate staff member from the wider team. Your function will be to make those connections smooth and flexible for both parties. You will often act as the first person of contact for people starting their recovery journey. The postholder will be responsible for coordinating a person's initial engagement in the Beacons. This includes being responsible for referrals, and often undertaking the initial call with the person, explaining the benefits, structure and ethos of The Beacons. In addition, you may work through any potential barriers to their attendance to the Beacons.

The postholder would also manage the booking system in terms of activities and training; provide administration and reception duties; gathering relevant data while also supporting the team's coordination of activities and events. Utilising whole family approaches the Liaison Support Administrator would take a wider system approach, linking with the wider team and ensuring positive connections for people and their loved ones and all those accessing the Beacons.

### As a Liaison Administrator, you will

- Overall responsibility for general operation of the Beacons, including, opening / closing; the upkeep of the office environment and maintenance of office equipment, facilities and stationery, including managing the effective inventory of hardware, equipment and software.
- Accurately maintain all recording systems - paper based and computerised (including databases) and ensuring compliance with Liber8's procedures, providing regular reports as required
- Be the liaison person between people contacting the Beacons and the wider staff group
- Be the initial point of contact on reception, welcoming people to The Beacons
- Dealing with peoples and agencies queries face to face or via telephone
- Be a first point of contact for the office phone, mail and email accounts.
- Managing the diary including scheduling training, events and meetings both in the office and online
- Liaise with external agencies and practitioners ensuring a welcoming environment of The Beacons
- Making initial calls to people to introduce the Beacons, explain benefits and recovery opportunities available, and taking inbound telephone calls to answer queries and booking requests.
- Liaise with internal staff ensuring activities, appointments and events are organised and detailed
- Ensuring effective administration of online systems, including Microsoft Office 365, Zoom
- Following correct governance procedures to ensure security of people's data
- Accurately inputting data into our database system to allow coherent gathering of data
- Complete letters, forms, reports and tables using computerised technology from information collected
- Assist in the development and maintenance of strong working relationships with relevant statutory and voluntary agencies, facilitating people's pathway and access to The Beacons and recovery.
- Assist the wider team in the development of close links with local communities
- Work closely with team members and partner agencies to ensure the highest possible standards of support.

### Other responsibilities

- Together, with the Senior Administrator and Project Manager ensure the smooth running of the office and systems
- Ensure compliance with The Beacons policies with a focus on data protection and health and safety
- In alignment with the Senior Administrator and Project Manager contribute to compiling reports to managers, steering group, and commissioner
- Work with the Project Lead to ensure effective preparation for meetings through the compilation and circulation of agendas and papers
- Contribute towards a healthy organisational culture, reflecting the values of The Beacons encompassing safe, positive, and constructive relationships, shared commitment to respect and equality, fair and equal treatment, good communication and anti-discriminatory practice.
- Maintain clear, accurate individual records, which are accessible to people using services within the agreed policy
- The post holder will be expected, at all times, to be familiar and comply with the policies, procedures and guidelines for good practice, issued by Liber8 and The Beacons.

# Person Specification

<b>Liaison and Support Administrator</b>	<b>Essential:</b>	<b>Desirable</b>
<b>Qualifications &amp; Experience</b>		
<ul style="list-style-type: none"> <li>▪ Administration qualification or demonstrable evidence of previous experience</li> <li>▪ Able to work as part of a team.</li> <li>▪ Good customer service skills as interaction with people and family members will be a daily occurrence and may require a sensitive approach.</li> <li>▪ Ability to work autonomously and prioritise workload under the direction of the named worker.</li> <li>▪ Experience of working in a related community setting</li> <li>▪ Excellent verbal and written communication skills</li> <li>▪ Understand the impact of alcohol or drug misuse on individuals, families, and communities.</li> </ul>	✓ ✓ ✓ ✓ ✓ ✓	✓ ✓
<b>Skills, Experience &amp; Knowledge</b>		
<ul style="list-style-type: none"> <li>▪ At least 6-month demonstrable experience working in a similar discipline or environment</li> <li>▪ Knowledge of and experience of working with people who have lived experience</li> <li>▪ A good understanding of recovery, alcohol/ substances use/ recovery /mental health issues and how they affect people</li> <li>▪ Deep understanding and experience of working through collaboration and participation, within a volunteer, participatory, visitor or user focused environment.</li> <li>▪ Practical problem-solving skills and ability to suggest options and alternatives</li> <li>▪ Awareness and experience of working with individuals experiencing alcohol /substance use issues</li> <li>▪ A competent knowledge of Microsoft Office / IT</li> <li>▪ Understanding of issues involving vulnerable client group and community organisations.</li> <li>▪ Capable of building strong relationships with internal and external stakeholders</li> <li>▪ Experience of supporting people, taking a person-centred approach.</li> </ul>	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓
<b>Personal Attributes</b>		
<ul style="list-style-type: none"> <li>▪ Evidence of key interpersonal skills such as active listening, cultural sensitivity, healthy working boundaries, non-judgemental and an ability to manage conflict.</li> <li>▪ Good customer service skills as interaction with people and family members will be a daily occurrence and may require a sensitive approach.</li> <li>▪ Evidence of working with people from varying backgrounds – service users, participants, volunteers, frontline staff, and partner agencies</li> <li>▪ Self-motivated and can work on own initiative.</li> <li>▪ Flexible and hands on approach to work</li> <li>▪ Excellent communication and time management skills</li> </ul>	✓ ✓ ✓ ✓ ✓ ✓	✓ ✓
<b>Work requirements</b>		
<ul style="list-style-type: none"> <li>▪ Willingness to cover a wide geographical area</li> <li>▪ Full driving licence and access to own transport with appropriate business insurance.</li> <li>▪ Flexible work patterns including evenings and weekends. Able to take part in rota system</li> <li>▪ Participate in the weekly rota system and provide on call duties to people using The Beacons in the evenings and at weekends if required.</li> <li>▪ This post is subject to Membership of the Protection of Vulnerable Groups Scheme (PVG) and a disclosure satisfactory to Liber8 is required.</li> </ul>	✓ ✓ ✓ ✓ ✓	
<b>Communications and relationships</b>		
<ul style="list-style-type: none"> <li>▪ The post holder is required to develop and maintain internal and external positive working relationships with colleagues and partner agencies</li> <li>▪ The post holder will create, develop, and maintain positive relationships with individuals, using skills and experience and including core conditions for example, warmth, empathy, compassion, and non-judgemental approach</li> </ul>	✓ ✓	