EMERGING FUTURES

Job Description and Person Specification

Job title	Service Administrator and Volunteer Coordinator
Project base	Warrington and Sefton
Hours & salary	22.5 hours per week £24,875 - £29,444 per annum pro rata
Accountable to	Area Service Manager

About Emerging Futures CIC

Emerging Futures began in 2014, born from a belief that recovery is possible for everyone, and that those who have walked that path should lead the way forward.

From modest beginnings, Emerging Futures expanded across the UK, to a growing and diverse team of staff and volunteers, many with lived experience themselves. Offering support to people affected by homelessness and drug and alcohol use, Emerging Futures has helped thousands through housing, coaching and therapeutic programs.

Using compassion and courage, Emerging Futures believes that recovery is not just a word, it's a promise that anything is possible. Together, we're working for a world where everyone has somewhere to live, something to do, and someone to love.

About the role

As Service Administrator and Volunteer Coordinator you will provide wide-ranging administrative, financial and system support to staff and volunteers in our local teams to ensure the smooth running of services.

You will also work with our national administration team to develop and improve organisation-wide processes and procedures.

You will manage the recruitment, training, deployment, and supervision of Volunteer Recovery and Family Coaches.

Volunteers will support treatment services and other agencies as needed.

You will find opportunities for volunteers to assist with recovery, wellbeing, and family resources in the community, while raising awareness of volunteering with Emerging Futures (EF) and partners.

You will help develop volunteers' skills and encourage pathways to paid employment with EF and its partners.

You will promote community-based options for mutual aid, reintegration, and treatment services, including adult education, volunteering, employment, and community activities. You may also deliver programs across the county.

Principal duties and responsibilities

Supporting those around you

Lead the supervision of EF Volunteer Recovery and Family Coaches.

Oversee volunteer recruitment and onboarding, including interviews, DBS checks, inductions, and training.

Develop volunteers' skills and knowledge through effective training and management.

Support the wellbeing of all volunteers, mentors, advocates, and coaches within our partnerships.

Service delivery and performance

Your duties will include answering the phone and responding to emails, sorting the post, preparing papers for meetings, taking minutes and sending out actions.

You will update and maintain the referral tracking spreadsheet and allocate worker/staff members to individual referrals.

You will also order office consumable such as stationery and paper and service supplies such as first aid and drug tests.

Serve as the main contact for volunteer-related enquiries.

Ensure volunteers support families and loved ones affected by addiction.

Identify local resources and create partnership opportunities to empower service users through personal choice.

Collaborate with other EF services to provide volunteer opportunities and development.

Maintain accurate case records and use case management and data tools.

Build supportive relationships with those in recovery, offering brief interventions to help them continue their recovery in the community after treatment.

Data and reporting

You will input service data accurately into our reporting systems and use this data to produce reports for our service managers and external partners.

You will work with the Head of Information and Data Analyst to ensure data quality.

You will ensure all data is stored safely and appropriately across the services, including documents held on Sharepoint and that it is protected and deleted in line with EF information governance and GDPR policies and processes.

You will maintain accurate and up-to-date records of our IT assets including phones and laptops. You will also work with our IT provider to solve technical issues with our IT systems.

Finance

Your finance duties will include coordinating staff pay and expenses submissions and monitoring sickness and absence levels. You will also be responsible for managing petty cash and other banking and finance processes.

You will support local teams to manage housing benefit claims and other tenant finances and payments.

Human resources

You will administer staff and volunteer recruitment and induction activities, including invitations to interviews, references, DBS applications and contracts and will coordinate staff training.

Community engagement

You will help to raise the profile of EF, promote your service and share examples of best practice with wider audiences.

You will work with local communities, families, employers, training organisations, recovery communities, advocacy, mutual aid and other organisations to develop local recovery networks.

You will take an active role in the wider community and create opportunities for partnership working to make recovery visible, viable and an attractive option for all.

Health, safety, and risk management

You will ensure the safety of all service users and maintain awareness of risks and changes in the working environment.

You will contribute to the maintenance and monitoring of health and safety and security policies, systems and protocols.

You will comply with and adhere to serious untoward incident, accident and safeguarding reporting in line with policy and procedures.

You will deal with issues and complaints raised by complying with EF's complaints processes.

Generic duties and responsibilities

Confidentiality
Service user, volunteer and staff information is confidential. It is a condition of employment that staff do not use or disclose any confidential information obtained in accordance with data protection legislation.

Code of Conduct
All staff are expected to adhere to all EF's policies and procedures that establish standards of good practice and follow any codes of conduct which are relevant to their own profession. Staff will promote and ensure adherence to Equality of Opportunity policies and anti-discriminatory practice, demonstrating EF's commitment to valuing diversity.

Privacy & dignity
Staff should respect service user/family/carer's diversity, cultural needs and privacy.

Safeguarding
All staff have a duty to safeguard and promote the welfare of service users, volunteers, their families and carers. Staff have a duty to ensure they are familiar with safeguarding policies, attend safeguarding training and know who to contact if they have concerns about an adult or child's welfare.

Health & safety
EF has a duty of care to employees and will ensure that, as far as is reasonably practicable, adequate training, facilities and arrangements for risk avoidance are in place. All employees are required to comply with relevant Health & Safety legislation and policies relating to Health & Safety and Risk Management

Professional development
Staff must be committed to their professional development and keep up-to-date with relevant developments and legislation in the sector.

Skills and experience

Essential	Desirable
Excellent organisational and interpersonal skills and a proactive approach to fulfilling your responsibilities and taking the initiative. Excellent transferrable skills around accuracy, attention to detail and spotting errors. Excellent IT skills and experience of using databases and other data management systems. Basic mathematical skills. Experience of general office procedures and administrative duties, including finance and petty cash systems. Experience of managing staff or volunteers. Knowledge, experience or understanding of coaching models and mentorship or working in a person-centred way.	Experience of coordinating and managing housing benefit claims and working with local statutory agencies to manage income and financial issues. Experience of group work or training delivery. Coaching, counselling, or Health and Social Care qualification. Experience supporting individuals to make lasting behaviour changes that improve safety and wellbeing. Completion of Emerging Futures' accredited 5-day Recovery Coach training.