



**DISABILITY  
ACTION  
HARINGEY**

Charity Registration Number 1191762

## **Job Description**

Job Title:	Admin Support – Volunteer Co-ordinator
Responsible to:	Chief Executive
Salary:	£21,000-£23,000
Pension:	3% contribution
Hours:	35 per week Full-time
Duration:	Fixed term 12-month contract
Based:	We are looking for the postholder to be based at Disability Action Haringey's office. Services may be delivered at different locations so some travel can be expected.

**Due to social distancing as a consequence of the Covid-19 pandemic, the postholder may provide services online or at locations in the borough that are Covid secure.**

DBS check required: Enhanced level of disclosure

## **Introduction**

We are a user-led, pan-disability membership organisation delivering services to improve the life opportunities of disabled people living and working in Haringey. As a pan-disability organisation, our services will reflect the needs of the diverse communities in Haringey. Through our membership we want the voice of Deaf and disabled people to be heard to enable change within society. We will embed the Social Model of Disability in all our work. As an admin support and advice worker, you will often be the first point of contact for the organisation.



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## **Purpose of Post**

Under the direction of the Chief Executive and Board of Trustees, provide effective and efficient administrative support to the office team and the provision of an advice service to disabled people across a range of projects and programs within the London borough of Haringey.

Please apply with your **CV and a covering letter**, explaining why you are applying for the position and how you meet the person specification. Applications without a cover letter will not be accepted.

## **Key Tasks:**

- Provide administrative support to the organisation, pro-actively keeping records complete, up to date and in-line with data protection regulations.
- Maintain accurate and up-to-date member/client records and statistics through DAH system, including details of advice, casework, attendance, monitoring of progress against client action plan and targets
- Supporting the provision of service reports and information on key performance indicators to Chief Executive and Board of Trustees as well as funders when appropriate.
- Provide administrative support for projects and collate reporting and monitoring data with regards of the effectiveness of the project.
- Act as superuser/administrator on DAH's service user and case management system, training new team members, working with the IT developer on system changes/upgrades and rolling these out to the team.
- Recruit and induct volunteers, supervising and overseeing (with other paid staff members) the workloads of the support team of volunteers and placement students.
- Act as a first point of contact for clients, and assessing clients' needs and passing information to project/advice workers.
- Inform clients about appropriate services and how to access them, including, where appropriate, signposting clients to other sources of help.
- Develop and maintain relationships with external organisations and bodies, working in partnership with both the voluntary and statutory sector to deliver excellent advice services for disabled people within Haringey. This includes attending external meetings to represent DAH as appropriate.
- Help ensure that the projects and Information and Advice service stay abreast of latest disability related legislation and policy guidance.
- Work to agreed organisational standards and ensure that all targets and outcomes are met.



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- Assist in the development of DAH online information resources and ensure these are kept up to date and continue to meet the needs of project beneficiaries and the disability community within Haringey.
- To provide information and feedback to the Line Manager and instigate improvements to existing services and the development of new additional services where appropriate
- To be aware of and comply with DAH policies and procedures, including health and safety, safeguarding, General Data Protection Regulations (GDPR) and equal opportunities.
- To ensure your own continuing professional development by attending relevant meetings, conferences and seminars, undergoing training and any other appropriate means in agreement with your Line Manager.
- To work effectively as part of the team, being flexible and responsive to changing funder needs and DAH requirements.
- To undertake any other duties as and when required inline with the needs of the organisation.



## Person Specification – Admin Support – Advice worker

Essential	Desirable
<b>Education, Vocational Training &amp; Qualifications</b>	
<ul style="list-style-type: none"> <li>High standard of Maths and English at grade C OR ABOVE</li> </ul>	<p>A Levels</p> <p>Educated to degree level</p>
<b>Experience</b>	
<ul style="list-style-type: none"> <li>Minimum 12 months' experience working in an administrative role within advice/support/legal setting, ideally with disabled people or other socially excluded groups</li> <li>IT literacy, with excellent communication and teamwork skills and familiarity with Office 365 (including SharePoint)</li> </ul>	<ul style="list-style-type: none"> <li>Experience of recruiting volunteers.</li> <li>Working with individuals with support needs</li> <li>Experience of accounting processes</li> </ul>



- Experience of providing an effective information and advice service

**Knowledge and skills**

- Good understanding of the Social Model of Disability
- An excellent understanding of the General Data Protection Regulation and how this applies to an organisation's processes
- Ability to think creatively and to come up with solutions.

- An understanding of safeguarding procedures for vulnerable adults
- A Proven track record of Project delivery.



- Communication skills including interpersonal, written, presentational and spoken
- Ability to gather and assess information efficiently.
- Ability to ensure the information and advice service stays abreast of latest disability related legislation and policy guidance, including changes and updates that relate to the Covid-19 pandemic
- Ability to create Key Performance Indicator graphs and demonstrate effective evaluating and monitoring procedures.
- Ability to work under pressure, in stressful situations and to tight deadlines.
- Flexible and able to work on own initiative and with minimum day-to-day supervision.

This is a description of the job as it is at present. It does not form part of the contract of employment. Job descriptions are regularly reviewed and altered, when necessary, in conjunction with the postholder.