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| Role Profile |

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| **Job title:** | Monitoring and Administration Assistant |
| Hours: | 17.5 hours per week.  2 full days and one-half day or can be shared over 4 or 5 days. |
| Contract Length: | Fixed term until September 2028 |
| Reporting to: | Regional Manager |
| Salary: | £9,654 - £10,046 |
| Base: | Carmarthenshire |
| Overview of Threshold DAS Limited Threshold DAS is a domestic abuse charity in southwest Wales, we cover a large and varied geographical area, providing services across Carmarthenshire, Pembrokeshire, Caerphilly, Blaenau Gwent, and Torfaen.  Our service model includes:   * Emergency accommodation for female victims of domestic abuse and their children. * Support in the community and crisis drop-in services (for female and male victims). * Group programmes include the Freedom Programme for female victims, the LIFE YOU WANT Programme, Recovery Toolkit, and YOU and ME MUM. * Community programmes and support for children and young people exposed to domestic violence and abuse. * A wide range of training, teaching, employability, and upskilling to local communities, with life-changing courses and an online learning portal. * Charity shop * A programme of support for women to set up their own businesses. * A programme of support for women with mental health issues * Peer mentoring and volunteering programme. * Foodbank * Repair Café. * Community garden and allotment project * Counselling services for adults and children and young people * Delivery of healthy relationships programme in schools for children and young people. * Children and Young people’s mediation services * Early Family intervention programme including perpetrator programme: Choices. | |
| Overview of Ty Rhosyn Housing Support Services | |
| Ty Rhosyn Housing Support Services will provide a housing support service for individuals who are homeless or at risk of homelessness. The service will be accessible to individuals who are at risk of being homeless or who are homeless, as a result of domestic abuse and currently reside in the Carmarthenshire or Ceredigion area, who are relocating to this area from elsewhere or who are reporting domestic abuse to agencies within this area. Opening hours for the service will be Mon-Fri 8 am-10 pm with duty staff covering each weekday evening between 5-10 pm. Duty staff cover will also be available Saturdays 9 am-12 pm. There will be a single point of contact phone number for the service that will transfer to the duty staff and to our on-call Live Fear Free provision outside of these hours. | |
| Purpose of the role: | |
| An exciting opportunity exists for a part time Monitoring and Administration Officer (MAO) Location within Carmarthenshire.  The MAO will be a key member of the team reporting directly to the Regional Manager and will be responsible for the Monitoring and Administration of the Ending Rural Homelessness across Carmarthenshire and Ceredigion.  You will be working in a busy and department of which you will be assisting with the development and support of administration and monitoring work.  We are looking for an individual who has some experience of working in an administration or customer service office. We are particularly interested in those who have worked in the Third Sector.  **About you:**  Empowering people from all walks of life is what we are all about, so we are keen to hear from people in disadvantaged or underrepresented groups. Whatever your background, it is desirable, but not essential that the person has an administration background. Equally importantly, you should be exceptionally organised and methodical. The ideal candidate will be IT literate.  There is a responsibility for the post holder to demonstrate a commitment to quality service delivery through continuous improvement for the benefit of the Service and the organisation. | |
| Key Accountabilities | |
| Duties include:  - Responsible for effective internal and external communication on the project.  - Update and record potential service users onto a database.  - Support staff with various administration duties.  - To take the lead in providing comprehensive and professional administration services to Threshold and its employees, ensuring compliance with all employment statutory obligations.  - To oversee the operation of Administration for the Ty Rhosyn project  - To develop and maintain effective monitoring systems to produce regular reports.  - General administration duties, photocopying, phone calls, mail, filing etc  - To keep a range of case studies and quotations from service users  - To provide accurate statistical information to the Head of Business Development.  - Post updates on various social media sites on the advice of the marketing officer.  - Take minutes of meetings.  - Attending events with the project co-ordinator.  - Be the first point of contact for referral paperwork.  - Responsible for effective internal and external communication on the project.  - To set up and manage an excel data base to collate all information on the project.  - To develop and maintain effective monitoring systems for the production of regular reports.  - General administration duties, phone calls, mail, filing etc.  - Attending events with the Regional Manager if requested.  - Scanning of paperwork as directed by your line manager. | |
| **Multi-agency operational and strategic partnership working.** | |
| * Work in partnership with statutory and voluntary agencies, ensuring the role is central to accurate monitoring and evaluation work. * Support the facilitation of meetings with social and Private landlords. * Facilitate and take minutes of partnership meetings. * To provide administration support for the Tenancy Exchange scheme to be up and running by year 2. * Develop and maintain links with other agencies, individually and as a service. | |
| **Monitoring and evaluation** | |
| * Support the Regional Manager in the collation of data for all KPIs. * Support the Regional Manager in capturing, co-ordinating and compiling service user feedback on a 6-monthly basis. * Support the Regional Manager in capturing, co-ordinating and compiling stakeholder feedback on a 6-monthly basis. * Arrange the collation of case studies from members of the team. * Provide monthly stats to the Regional Manager. * Provide quarterly stats to the Regional Manager. * Provide annual stats to the Regional Manager. | |
| **Organisational** | |
| * Participate in relevant training and opportunities to increase and develop knowledge. * Promote public awareness of the work of Ty Rhosyn Housing Support Services, Housing, homelessness, Threshold DAS, Partners, and Domestic Abuse issues. * Ensure that all work is conducted to the highest professional standards. * Follow Threshold and Partners Equal Opportunity Policy and Diversity Strategy and observe the standard of conduct which prevents discrimination from taking place. * Lead, attend and participate in team meetings. * Prepare for and participate in supervision, appraisals, and team reviews. | |
| **Health and Safety** | |
| * To abide by the guidance and legislation as set out in the Threshold DAS’s Employee Safety Handbook. * To lead the implementation of the organisational health and safety strategy within the area of responsibility. * Ensure those appropriate recording systems, safeguards and reporting mechanisms are maintained and reviewed as per organisational Health and Safety policy and best practice. | |
| **Other Duties and Responsibilities** | |
| * Work flexibly to provide the service. * Work within Threshold DAS Codes of Practice. * Maintain confidentiality concerning service users, staff, and projects. * To undertake any other duty reasonably requested by their Manager/Management. * Take part in the on-call rota. | |
| *This job description is indicative of the range of current duties and responsibilities of the post, it is not comprehensive. The duties will inevitably change as the role develops, and it is essential, therefore, that it should be regarded with a degree of flexibility so that changing needs and circumstances can be met, and all changes will be discussed fully.* | |

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| Person Specification |
| Essential: |

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| * Excellent IT skills * Excellent oral and written communication skills. * Experience of producing reports * Excellent organisational skills * Ability to design leaflets/ creative skills. * Ability to work to and meet deadlines. * Experience of minute taking * Ability to work as part of a team or on own initiative. * Able to use initiative and judgement. * Awareness of sensitive issues and ability to apply a high level of discretion and confidentiality. * Flexible and adaptable approach to working. * To have a non-judgmental and non-directive attitude to service users. * Full clean driving license and use of vehicle. * Availability for weekend work if needed. |
| **Desirable** |
| * Experience of working with Agored Cymru * Able to use Microsoft Office 365 * Experience of SharePoint and one drive * Experience of working with vulnerable individuals * Experience of liaising with other agencies, both statutory and voluntary. * Experience of working within the third sector. |