



## JOB DESCRIPTION

|                         |   |
|-------------------------|---|
| <b>Job Title:</b>       | <b>Dyfodol Administration Officer (37.5 Hours)</b>                                |
| <b>Reports to:</b>      | <b>Dyfodol Senior Practitioner at HMP Swansea<br/>Dyfodol Performance Manager</b> |
| <b>Responsible for:</b> | <b>Administrative support for the Dyfodol Team at HMP Swansea</b>                 |
| <b>Grade/Salary:</b>    | <b>Scale Point 15–17 (£15,755 - £16,504) pro rata</b>                             |

### **Underlying values associated with all posts within WCADA Limited:**

- ✓ **Integrity:** We conduct ourselves with fairness, respect and honesty in all our affairs.
- ✓ **Accountability:** We are accountable to service users, communities and commissioners and are transparent in all our activities.
- ✓ **Team Culture:** We collaborate with and support each other to attain excellent individual and team performance through continuous professional development.
- ✓ **Creativity:** We are open to new ideas and finding innovative solutions to the challenges that face our commissioners, our service users and ourselves.
- ✓ **Partnership:** We work in partnership with our stakeholders, service users, other agencies and the community to achieve the best possible outcomes.
- ✓ **Best Practice:** We deliver best practice quality services through our excellent staff that welcome constructive feedback and display a 'can do' attitude.
- ✓ **Diversity:** We provide equality of access to all people in the communities we serve and we challenge discrimination in all its forms.

### **Prison Service Principles:**

- Deal fairly and humanely with prisoners and all others who come into contact with us.
- Encourage prisoners to address offending behaviour and respect others.
- Value and support each other's contribution
- Promote equality of opportunity for all and combat discrimination wherever it occurs.
- Obtain the best value from the resources available.

**The Dyfodol Service** is an integrated partnership provision for South Wales and for the public sector prisons of HMP Cardiff, HMP Swansea, HMP Usk/Prescoed and including HMP Parc. The aim of the service is to address the causes of drug and/or alcohol related offending and risk of harm to individuals, families, peers and their communities through assessment, engagement and diverting individual offenders out of crime and into appropriate levels of interventions, support the reduction of drug and alcohol related misuse and reduce levels of offending, demonstrating evidence based best practice in all the Services. The Service will include developing and sustaining close working relationships with a number of organisations to align to and support the work of the three Area Planning Boards (Western Bay, Cardiff the Vale and Cwm Taf). It will also provide support for adult offenders and prisoners who have a drug and/or alcohol dependency who reside within the 7 unitary local authority areas of South Wales (Swansea, Neath Port Talbot, Bridgend, Cardiff, Vale of Glamorgan, Rhondda Cynon Taf and Merthyr Tydfil).

**Key Responsibilities:**

- Contribute to the development of quality of the Dyfodol Service in the custodial estate.
- Support the team to deliver consistently high quality services to substance users that adhere to best practice guidelines, including the development and facilitation of service user and carer involvement.
- Provide administrative support to the Senior Dyfodol Practitioner and Dyfodol Performance Manager.
- Attend supervision to ensure competency and confidence in administrative duties.
- Attend relevant meetings, take minutes and prepare for circulation.
- To contribute to the development of the establishment substance misuse strategy and implementation plan.

In carrying out the above duties, the post holder will:

- Work flexibly across the area as required.
- Work flexibly to agreed hours to ensure the most appropriate level of service provision. This may include weekend or evening working.
- Keep up to date with developments in services, legislation and practice relevant to the relevant client groups.
- Ensure the implementation of all WCADA and Dyfodol Consortium policies.

**Administrative Responsibilities:**

- To carry out general administrative duties, including dealing with word processing, filing and photocopying, as required by the Senior Dyfodol Practitioner/Dyfodol Performance Manager.
- To be responsible for answering the general office telephone, and dealing with enquiries as appropriate.
- To keep the database up to date, and input all necessary records for the benefit of monitoring purposes.
- Collate data and prepare monthly performance reports in conjunction with the Senior Dyfodol Practitioner and Dyfodol Performance Manager.
- Co-ordinate and liaise all relevant communications between WCADA Head Office and the Dyfodol Team.

- Liaise, where appropriate, with relevant prison departments and be a point of contact for other agencies inside and outside the prison.
- Be responsible for ensuring that all supplies, including stationery, are correctly ordered and received. Also to ensure that all office equipment is in working order.
- Take part in team meetings and supervision sessions as required by the Senior Dyfodol Practitioner.
- Undertake any other duties that from time to time may reasonably be required.
- Maintain accurate records and collection of information for monitoring and evaluating effectiveness and quality of service.
- Contribute to the promotion of WCADA and Dyfodol in the substance misuse field.
- Represent WCADA, Dyfodol and HM Prison Service in a professional manner at all times.

**Role Profile: Dyfodol Administration Officer**

| COMPETENCE DESCRIPTION   | National Occupational Standard Unit Number |
|--|--|
| <b>SERVICE DELIVERY</b>  |  |
| <b>Help individuals access substance misuse services</b>                                     |  |
| *Promote choice, wellbeing and the protection of all individuals                             | HSC35                                      |
| Interact with individuals using telecommunications   | HSC0353                                    |
| <b>Deliver services to specifications</b>  |  |
| Ensure your organisation delivers quality services   | HSC0226                                    |
| <b>Develop practice in the delivery of services</b>  |  |
| *Reflect on and develop your practice  | HSC33                                      |
| <b>MANAGEMENT OF SERVICES</b>  |  |
| <b>Provide a healthy, safe, secure and suitable environment for the delivery of services</b> |  |
| *Promote, monitor and maintain health, safety and security in the working environment        | HSC32                                      |
| <b>Manage information</b>  |  |
| Receive, analyse, process, use and store information   | HSC3115                                    |
| Maintain effective communication systems and practice  | HSC0041                                    |
| <b>Manage relationships</b>  |  |
| *Promote effective communication for and about individuals                                   | HSC31                                      |
| Develop productive working relationships with colleagues                                     | M&LD1                                      |
| Participate in inter-disciplinary team working to support individuals                        | HSC3100                                    |

\*Mandatory competencies

Note: Post holders will be given an opportunity to select one or two additional NOS units to reflect either specialism/area of interest.

## Person Specification

| <b>Qualifications and Training</b>   |           |           |
|--|-----------|-----------|
|  | Desirable | Essential |
| NVQ 3 in Business Administration and/or relevant professional qualification  |           | ✓         |
| <b>Skills and Abilities</b>  |           |           |
| Knowledge/understanding of substance misuse                                  | ✓         |           |
| Proven ability to support teams in a busy environment                        |           | ✓         |
| Excellent written and oral communication skills including report writing     |           | ✓         |
| Report presentation skills   |           | ✓         |
| Administration skills including IT proficiency                               | ✓         |           |
| <b>Experience and Knowledge</b>  |           |           |
| Proven track record of the administration and reception experience           |           | ✓         |
| Knowledge of administration procedures and accurate recording of information |           | ✓         |
| Experience of administration for a team of staff                             |           | ✓         |
| Experience of preparing documentation and evidence for reporting procedures  | ✓         |           |
| Experience of drug and alcohol service provision                             | ✓         |           |
| Experience of liaising with the public                                       | ✓         |           |
| <b>Personal Qualities</b>  |           |           |
| Confidence   |           | ✓         |
| Organised with excellent planning and time management skills                 |           | ✓         |
| Good analytical skills   |           | ✓         |
| Ability to work under pressure   |           | ✓         |
| Outcome focus  |           | ✓         |
| <b>Additional Requirements</b>   |           |           |
| Commitment to WCADA's values and ethos                                       |           | ✓         |
| Operational flexibility  |           | ✓         |
| Full driving licence   | ✓         |           |
| An understanding of, and ability to work within, the prison environment      | ✓         |           |

**Further Requirements:**

It is essential that applicants have an NVQ 3 in Business Administration, or equivalent and/or a relevant professional qualification. Successful applications would also be required to maintain a Continuing Professional Development Portfolio and attend training appropriate to role.

Two years' experience providing administrative support for a team of staff.

**Hours of Working:** 37.5 (some flexible working may be necessary)

**Salary Scale:** Scale Point 15–17 (£15,755 - £16,504) pro-rata

**Location:** HMP Swansea

**Contract Term:** To 31<sup>st</sup> March, 2021

**General Responsibilities:**

**Confidentiality:** Ensure confidentiality at all times, only releasing confidential information obtained during the course of employment to those acting in an official capacity.

**Data Protection Act:** To comply with the requirements of the Data Protection Act.

**Conflict of Duties:** All applicants are required to declare any involvement either directly or indirectly with any firm, company or organisation that has a contract with WCADA.

**Equal Opportunities and Diversity:** To ensure that all service users, their partners, colleagues both in WCADA Limited and other partner organisations are treated as individuals.

**Health and Safety:** You are required to comply at all times with the requirements of the Health and Safety regulations and WCADA Limited's Health and Safety Policy and Procedures.

You are responsible for taking reasonable care with regard to yourself as well as any colleague, client or visitor who might be affected by an act or failure to act by yourself.

Due to the nature of this post, the successful applicant will be subject to police checks and prison security clearance, in addition to enhanced Disclosure and Barring System checks, which must be maintained throughout employment in HM Prison Service.

Adherence to all relevant Prison Service Orders and Prison Service Instructions.