

Administrator Role Description – Peer Support Plus[®]



The Administrator is primarily responsible for operating the administrative processes to ensure Peer Support Plus CIO runs smoothly and delivers its performance promises.

Administrator is a voluntary role and no contract of employment or obligation will be established between us.

The Administrator is expected to treat potential Peers and Volunteers, engaged Peers and Volunteers, Facilitators and Trustees as equals, and vice-versa.

General Responsibilities

Volunteer Relationship

Enter a *Volunteer Relationship*¹ with us on the basis of respecting our *Volunteer Engagement Policy*¹.

Training and Mentoring

Complete Mandatory Induction Training.

Engage with quarterly supervision by line manager.

Complete any additional training we judge necessary to refresh or communicate updates to Peer Support Plus policies and process, and practice these effectively.

Represent

The *Vision, Values and Aims*¹ of Peer Support Plus.

Model Guidelines for Behaviour¹

Everyone who engages with Peer Support Plus as a Peer of Volunteer is responsible for ensuring their behaviours aspire to *Guidelines for Behaviour*¹; and for voicing, at an appropriate time their thoughts and feelings about improving the conduct and safety of Peer Support Plus.

Safe, Kind and Supportive

The priority of Peer Support Plus is to establish and maintain a safe, kind and supportive environment where every Peer is engaged in learning to better manage their mental health, and every Peer Support Plus Volunteer can flourish.

Specific Responsibilities

Safety

The adults we support (and our volunteers) may already be or may become vulnerable while we are engaged with them. We have no way of knowing who might be considered vulnerable at any moment. Our Administrator may from

time to time be the first point of contact and have access to sensitive information and personal data so any potential Administrator must complete a basic Disclosure and Barring Service (DBS) check. We will pay for the DBS check to be done before Induction Training can begin.

Volunteers share responsibility for ensuring that our *Safeguarding Policy*¹ and our *Health and Safety Policy*¹ are followed. They are responsible for ensuring an *Incident Report*¹ is made when our policies require one.

Each Volunteer is individually responsible for ensuring an *Incident Report*¹ is made if they feel it is appropriate to report something that happened, or something they observed, which they judge might present an unassessed or unmanaged risk that could potentially harm any person, or the charity Peer Support Plus CIO.

For example: Each Volunteer is individually responsible for ensuring everyone respects *Guidelines for Behaviour*¹ and to ensure an *Incident Report*¹ **Alert** is made when there is evidence someone may be putting the safety, kindness or supportive nature of Peer Support Plus CIO at risk.

Process

Includes but is not limited to:

- Answering the Enquiry telephone and ensuring that an appropriate Volunteer has received the message and responded to every enquiry in a timely manner.
- Reviewing incoming emails to enquire@peersupportplus.org and ensuring that an appropriate Volunteer has received a copy of the relevant content and responds to the enquiry in a timely manner.
- Maintaining a digital calendar of meetings, events and document review dates.
- Arranging occasional meeting/workshop/event venues and notifying attendees.
- Noting and publishing minutes and action points arising at monthly meetings.
- Ensuring that potential Peers and Volunteers receive necessary printed or digital documents and return them in a timely manner.
- Scan and file records in Google Drive, and where appropriate on our WordPress website www.peersupportplus.org, as required by Policy and operational processes.
- Preparing updated versions of Support Group Registers every six months.

- Occasional incidental purchasing of necessary stationery, supplies of refreshments, etc.

Timeliness

Operate our administrative processes in a timely manner ensure that promises are kept and necessary deadlines met. For example, returning a call following initial contact by a potential Peer before the end of the next working day.

Maintain Confidentiality and comply with our *Privacy Policy*¹

Except when a Volunteer is required to follow our *Safeguarding Policy*¹ which describes our duty to disclose any concerns surrounding child safety or adults at risk.

If anyone engaged with Peer Support Plus has concerns about safety, or that the safety of others may be at risk, they must make an *Incident Report*¹. We reserve the right to pass these concerns and any related data to other third parties – for example, a mental health crisis team or, if necessary, the police.

Necessary qualifications

Lived Experience First-hand experience of managing your own mental health would be helpful because it enables greater empathy with Peers and Volunteers, but lived experience is not a requirement of the role.

Skills training Must be capable of understanding and following documented Policy and process and become competent with the Microsoft Windows, Outlook, Word, Excel, Google Drive, WordPress, and Android on smartphones and tablets. Where necessary, training in digital skills will be provided.

Personal capabilities

Can communicate effectively with Peers and Volunteers, in both speech and writing. Note: Peer Support Plus is managed in English.

Aware of and sensitive to your own and others emotional wellbeing. Respond appropriately following Peer Support Plus policies, processes and guidelines.

Willing to ask for help from and consider advice offered by colleagues at Peer Support Plus.

Reliable, evidencing personal time management and organisational skills.

Present a clean and tidy appearance, on Zoom as well as face-to-face.

Commitment

We hope any appointee will feel committed to volunteer for at least a year after taking up the role. Volunteering would not prevent the Administrator from also being a beneficiary of the charity.

We anticipate the Administrator will commit between 50 and 100 hours each year, flexibly according to the contemporary demands of the role, but no more than 4 hours in any week.

These hours include time spent on training, meetings, etc.

The need for the role is continuous so it would suit someone who can usually give reasonable notice of planned absences.

Absences will usually be covered by the Administrator's Line Manager.

Expenses

We don't expect you to be out of pocket if you travel to volunteer for us or incur other costs directly related to the Administrator role. You will be able to claim and be reimbursed reasonable pre-authorized and receipted expenses.

Line Manager

Trustee, Infrastructure and Brand.

Notes

¹ available on our website peersupportplus.org

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