

**Doncaster Alcohol Services (DAS)  
Receptionist/ Administrator  
Job Description**

Doncaster Alcohol Services is part of the Aspire Drug and Alcohol Service, and has responsibility for the Single Point of Access (SPOA) to the service.

The Receptionist/ Administrator will be accountable to the Chief Executive of DAS. On a day to day basis they will be accountable to the Senior Admin Officer of Rotherham Doncaster and South Humber NHS Foundation Trust (RDaSH). The main responsibilities of the post are set out below, although this list is not exhaustive:

- To act as a first point of contact for clients requiring information or appointments for services, according to the procedures agreed, and ensuring clients are dealt with appropriately and sensitively
- To make and monitor appointments between clients and staff, according to the booking and recording systems, ensuring the appointment systems run smoothly
- To make and take other calls appropriate to the needs of the services' business, liaising with other organisations, e.g. social services. To adhere to policies and procedures with regards to confidentiality, particularly in relation to clients
- To undertake secretarial and typing duties as required by the needs of the agency.
- Inputting of records of client consultation activity on the electronic record systems
- General typing of letters, documents and reports
- Duty Clinic- taking client details prior to assessments and inputting them on the database.
- Taking and transmitting telephone messages
- Arranging Fixed Assessment Appointments where required
- Ensuring relevant follow-up letters are being sent out according to the procedures agreed
- Client Texting Service
- To record and monitor petty cash receipts, and ordering of office supplies and equipment.

The postholders will be based in the reception area of the service at Rosslyn House on Thorne Road, Doncaster. They may be required to cover other admin areas of the service from time to time, to meet the needs of the service, and this may involve working at other bases of the service from time to time. There may also be some evening cover required, on a rota basis.

We have two posts available with the scope to appoint to either a full time or part time position to make up a total of eight working days (for example one full time and one .6wte, or two .8wte posts). This will be decided at interview. Candidates should make it clear which options they would like to be considered for. Salary will be £16,360 pa (wte)