

Job Description

Role:	Peony Coordinator
Reporting to:	Peony Manager
Direct Reports:	None
Budget Responsibility:	None
Location:	St Pauls, Bristol

Job Purpose:

To provide administrative and practical support to the Peony team to enable them to perform their duties effectively and efficiently and provide a safe women-only space for vulnerable women to engage with meaningful and therapeutic activity and provide opportunities for women to meet their goals.

Job Accountabilities:

- To support in keeping Peony open and functioning as a welcoming, safe and drug and alcohol free environment for all service users, volunteers and staff.
- To support the Peony team by providing practical and administrative support.
- To coordinate meetings, events and groups for the team and support the team to coordinate a high quality programme of activities to meet women's needs.
- Develop, maintain and update internal systems for the team and One25 to enhance and underpin the work of the team.
- To ensure Peony records are accurately recorded on the database including attendance outcomes, visitors and incidents and respond to any data related queries.
- To assist obtaining service user feedback, using this feedback to shape services and involving service users in the development of the Peony and One25 services.
- Work in partnership with One25 teams and other agencies to ensure the best possible outcomes for Peony women and all One25's service users including providing a programme of activities and external opportunities.
- To act as a key liaison for partner agencies, collating and responding to referrals, as well as being a direct point of contact for the women themselves.
- To assist in the supply of resources for the programme once they have been approved by the manager.
- To work with the One25 Support Team to ensure that policies and practices are understood and adhered to, maximising service outcomes and upholding agency reputation.
- Act as an ambassador for One25.

- To represent One25 at relevant events both within and outside of working hours. To undertake further tasks as requested.

Measures for the Role:

- Maintain accurate monitoring of the women’s activities and 1-1 meetings.
- Maintain accurate monitoring of the volunteer’s activities and recruitment processes.
- Receiving, coordinating and responding to correspondence quickly, efficiently and appropriately.
- Promotion of Peony across Bristol.
- Efficient coordination of meetings, groups and events.
- New referrals are taken, recorded and responded to within 1 week.
- Team reporting appropriate support of their work.

Any other responsibilities:

- Any other duties the Manager considers appropriate.
- To work outside of office hours at manager’s request.

Person Specification

	Essential	Desirable
Qualifications	Relevant qualifications or demonstrated experience of delivering high quality administrative support	
Knowledge	<p>Knowledge of other services supporting people with multiple and complex needs</p> <p>Good understanding of boundaries and confidentiality</p>	<p>Knowledge of safeguarding policies and procedures</p> <p>Understanding of vicarious trauma and self-care and methods to reduce impact on self and team</p> <p>Good understanding of data protection and GDPR</p>
Skills	Able to communicate effectively with people at all levels in person and through written communications and reports	<p>Able to create rapport with service users</p> <p>Able to build relationships with partner agencies</p>

	<p>Ability to plan, organise and deliver work to meet individual, team and organisational objectives and deadlines</p> <p>Ability to use IT systems including proficient user of Microsoft Office (or equivalent package), with a good knowledge of Word and basic knowledge of Excel and PowerPoint</p> <p>Able to take accurate and confidential minutes</p> <p>Excellent organisation skills</p> <p>Strong interpersonal skills. Able to challenge, negotiate, advocate and collaborate while dealing with complex issues in a sensitive manner</p> <p>Financial competence and record keeping</p>	<p>Using evidence and practice to improve service and outcomes for women</p>
Experience	<p>Experience in an equivalent role</p> <p>Experience of managing demanding tasks simultaneously and successfully to achieve deadlines and targets</p> <p>Experience of setting up and maintaining effective office systems and ensuring confidentiality is maintained appropriately</p> <p>Strong understanding of data protection and confidentiality, or commitment to attending training in this area</p>	<p>Professional or personal experience of individuals who have experienced complex needs</p>
Competencies/ Behaviours	<p>Incorporates values and strategic aims of an organisation into work and behaviour</p> <p><u>Requirements for all One25 staff</u></p> <p>Continually seeks to improve performance organisationally and personally</p>	<p>Understands the wider environment in which the team operates and how individuals roles contribute to One25's strategic goals</p>

	<p>Ability to form and maintain good working relationships with colleagues</p> <p>Works well under pressure and plans, organises and manages workload to meet objectives and deadlines</p> <p>Ability to be an ambassador for One25 externally and across internal teams</p> <p>A willingness to get the job done</p> <p>Promotes effective team working and supports team work across immediate and wider One25 teams</p> <p>To operate in line with One25's core competencies and values:</p> <p>Core values:</p> <ul style="list-style-type: none"> • Person-centred • Justice • Unconditional love • Non-judgemental <p>Core behavioural competencies:</p> <ul style="list-style-type: none"> • Working with Others • Communicating • Organisational awareness • Learning and growth • Planning and delivery of work • Motivational leadership <p>Able to actively demonstrate and communicate a willingness to work within and support the clear and inclusive Christian ethos</p>	
Other	<p>This post is open to women only</p> <p>Willingness to attend a range of functions and events to promote One25 outside of working hours</p>	

Manager signature:

Employee signature:

Date:

Date:

Date last reviewed: