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24 hour helpline: 01603 764754  
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Dear Applicant,

Enclosed are the application form and job details, which you requested. Please complete the application form as fully as possible and return it to The Matthew Project by **4pm on Friday 23<sup>rd</sup> July 2010**.

Before you complete the application form you should read the following information:

1. Your application form is very important because it is the only basis on which we decide whether or not to interview you. **We do not accept CVs.**
2. The spaces provided in the form should be adequate for you to present a concise application. If, however, you feel it is essential to continue on a separate sheet, attach it firmly to the main part of the form indicating clearly the part of the form or question that it relates to.
3. Please use black ink or black typescript so that it can be photocopied.
4. The Matthew Project is an equal opportunities employer. Our main aim is to ensure that no applicant or employee is unfairly treated. To help us monitor the effectiveness of our policy commitment, and how well we are meeting our legal responsibilities, all applicants are asked to complete the attached equal opportunities monitoring form. This form is not shown to selectors; the Business Manager retains it and the data used for monitoring purposes only.
5. Providing incorrect information or deliberately omitting any relevant facts on the application form could result in either disqualification from the selection process or, where the discovery is made after an appointment, in dismissal. We may wish to check any of the details you have given.
6. **It is very important that you check that you have used the correct postage taking account of the regulations on size and thickness of envelopes. Insufficient postage may cause your application to miss the closing date; this has happened in a number of cases. We cannot consider applications received after the closing date.**

Unfortunately, due to the rising cost of recruitment and our efforts to direct our funds towards service provision wherever possible, we have decided that it is no longer practical to write to unsuccessful applicants. If, therefore, you have not received a reply within 4 weeks of the published closing date you should assume that you have been unsuccessful in your application. We hope that you will recognise that this is a practical necessity rather than a discourtesy on our part. We would like to take this opportunity to thank you for your interest in this post.

Yours sincerely,

A handwritten signature in black ink, appearing to be 'CS' or similar initials.

Claire Stone  
Business Manager

## **Suffolk Young People's Substance Misuse Service**

### **Job Description**

<b>Organisation:</b>	The Matthew Project
<b>Job Title:</b>	Project Administrator
<b>Salary:</b>	£15,308 to £16,383
<b>Hours:</b>	37 per week. Some evening and weekend work may be required.
<b>Line Manager:</b>	Service Manager

#### **Job Outline**

1. This post forms a key role within the Matthew Project's Integrated Substance Misuse Service for young people under the age of 19 in Suffolk.
2. The post involves working primarily at a central base in Ipswich but also providing support to workers at other locations within the service. The post holder may be required on occasion to travel to other locations for meetings and a full, valid driving licence and access to a vehicle would be beneficial.
3. The post holder will work closely with colleagues from a range of other agencies in statutory, voluntary and independent sectors.

#### **Purpose and Scope**

1. To promote and make accessible drug and alcohol information, advice and support to young people, their families and professionals who are providing services to young people.
2. To provide the day to day administrative support of the service at its base of operation within Ipswich, both to the Service Manager and the team.
3. To work in an integrated and cooperative way both within the service and with other agencies to effectively meet the needs of young people.

#### **Organisational Relationship**

The Matthew Project and Trust Alcohol and Drug Service (TADS) will work in partnership to deliver the Suffolk Young People's Substance Misuse Service. The Matthew Project will be the lead agency with the Service Manager having overall accountability for the provision of the service and will be responsible for the day to day management of some of the workers; other workers will be supervised by the Lead Young People's Substance Misuse Worker.

The Clinical Lead from TADS will be responsible for the professional development and clinical supervision of the nurse(s) within the service.

#### **Principal Duties and Responsibilities**

1. To provide access points into the service for young people, parents, carers and other professionals requiring information, advice and support about substance misuse and related issues.
2. To provide high quality, efficient and effective administrative support for the service.
3. To assist the service and the teams in the maintenance of electronic and paper based recording systems.
4. To deal sensitively with telephone and personal enquiries and provide appropriate reception and telephone contact with clients, colleagues and members of the general public.
5. To communicate effectively with the Service Manager and the Lead Young People's

Substance Misuse Worker and to maintain a high level of confidentiality.

6. To liaise and communicate effectively with the Business Manager of The Matthew Project.
7. To be responsible for the co-ordination and recording of meetings and the production of minutes, when required.
8. To undertake word processing duties including the production of letters and reports.
9. To be responsible for ordering appropriate resources and maintaining an appropriate level of supplies and services.
10. To be responsible for the operation of petty cash and monthly reconciliation.
11. To develop and maintain a highly efficient office routine and working system, be able to work autonomously and with a minimum of supervision.
12. To log all incoming post and documents daily.
13. To ensure that all administrative services are provided in accordance with organisational standards, equal opportunities and the objectives of quality assurance.
14. To work cooperatively and communicate effectively with other agencies (including Children's Services, Child and Adolescent Mental Health Services, Youth Offending Team) where appropriate.
15. To work to all procedures and guidelines developed within the service itself and within The Matthew Project including the use of the Common Assessment Framework.
16. To collect relevant data and complete all necessary paperwork associated with the service including referral and assessment forms, NDTMS data and any other administrative paperwork (e.g. time sheets, expenses etc.). This will include entering and checking data on the HALO computer system and managing the monthly returns for Suffolk DAAT.
17. To establish procedures, in consultation with management, and prepare and distribute requested prescriptions for young people receiving specialist interventions in the service.
18. To take part in regular supervision, appraisal and team meetings as well as other multi-agency meetings and forums as specified.
19. To take part in training and personal and professional development opportunities identified through supervision, appraisal and meetings.
20. To undertake other duties and responsibilities commensurate with the post as required by the Service Manager or the Lead Young People's Substance Misuse Worker.

## Suffolk Young People's Substance Misuse Service

### Person Specification

#### Administration Worker

#### Qualifications and Knowledge

1.	Relevant professional/vocational qualification or relevant experience and willingness to train	Desirable
2.	GCSE English Language and Mathematics (or equivalent)	<b>Essential</b>
3.	Relevant I.T. qualifications (Microsoft Office etc.)	Desirable
4.	Understanding of the issues facing young people in relation to substance use	Desirable
5.	Understanding of issues involved when working within a multi-agency context	Desirable
6.	Awareness of good professional boundaries, particularly in relation to communicating with young people and other agencies	<b>Essential</b>

#### Experience

1.	Two years minimum recent relevant experience in an administrative/clerical or secretarial environment	<b>Essential</b>
2.	Experience of developing and maintaining efficient office routines and working practices	<b>Essential</b>
3.	Previous experience of autonomous working, developing high quality administrative and support systems	<b>Essential</b>
4.	Able to demonstrate previous experience of working with a range of IT applications including Word, Excel, and Access and the production of appropriate tables, charts and reports	<b>Essential</b>
5.	Experience of face-to-face contact with young people and/or the general public	<b>Essential</b>
6.	Experience of financial and administrative procedures	<b>Essential</b>
7.	Experience of liaising with other agencies	Desirable

#### Skills

1.	Good interpersonal skills, with the ability to communicate effectively at all levels	<b>Essential</b>
2.	Good organisation skills and ability to file and manage data efficiently	<b>Essential</b>
3.	Ability to prioritise, plan and manage workload under own initiative, independently and under pressure	<b>Essential</b>
4.	Ability to produce accurate and succinct information to enable the Service Manager to produce reports	<b>Essential</b>
5.	Good literacy, numerical and analytical skills	<b>Essential</b>
6.	Good time management in a professional setting	<b>Essential</b>
7.	Excellent I.T. and keyboard skills	<b>Essential</b>

#### Personal Qualities

1.	Constructive and enabling attitude	<b>Essential</b>
2.	Adaptable and flexible	<b>Essential</b>
3.	Positive attitude towards personal development and training	<b>Essential</b>
4.	An understanding of and commitment to the promotion of equal opportunities with particular regard to the rights of young people	<b>Essential</b>
5.	Commitment to ethos of organisation	<b>Essential</b>

## The Matthew Project

The Matthew Project is a charity working with adults, young people and communities with drug and alcohol related issues and providing innovative drug education to young people helping them to understand the risks of drugs and alcohol. We want young people to know the facts to empower them to make more informed choices. The name 'Matthew' means 'the gift of God' and came from the Christian founders of the Project who wished to show care and compassion to young people.

Through the Matthew Project's many services, clients receive advice, information, counselling, support, care and education. We are committed to working in confidence, unconditionally and without discrimination of any sort.

The Matthew Project has workers based throughout Norfolk in Thetford, Kings Lynn, North Norfolk, Great Yarmouth and Norwich and we work in rural and urban areas. Our most recent developments are in Suffolk. Our work takes place in a variety of settings including schools, youth venues, police stations, courts and at our own premises.

We work with the user but also worried parents, carers and young people whose parents use drugs of alcohol.

There are eight teams within The Matthew Project:

<b>Youth Team</b>	providing dynamic drug and alcohol education in outreach settings using the Voicebox Caravan
<b>Under18 Team</b>	supporting vulnerable young people with drug and alcohol issues and young people affected by their parents' or carers' use of drugs and/or alcohol
<b>Suffolk Young People's Service (from Oct 2010)</b>	supporting vulnerable young people (under 19) with drug and alcohol issues
<b>Norwich Substance Misuse Team</b>	support, practical advice and counselling to users, carers and parents
<b>Criminal Justice Team</b>	working in police stations, courts breaking the cycle between drug use and crime
<b>Adult Substance Misuse Team - Thetford</b>	Providing support, advice and information to adults with issues around drugs and alcohol
<b>North Norfolk Team</b>	providing a multi agency base for adult support and advice
<b>Administration</b>	looks after the finance, human resources and administration of the project

### **The Matthew Project provides:**

- Free 'no-strings-attached' help for people with a drug or alcohol problems.
- Honest, accurate and appropriate information about drugs and drug misuse
- Support for parents and families of drug or alcohol users.

- A 24/7 telephone helpline for everyone within Norfolk who need support or have questions on drugs and alcohol.
- Dynamic education so young people understand the risks of drugs and alcohol

**Vision and Mission:**

The Matthew Project works with young people, adults and communities affected by drug and alcohol to enable them to reduce the harm caused by these substances.

Our purpose as a charity is to enable people to make more informed choices concerning their physical, emotional, mental and spiritual well-being, in a way which reflects our belief in unconditional acceptance in order to:

- Actively empower individuals
- Encourage their sense of self worth
- Help them realise their full potential
- Appropriate and feasible feedback and sustained contact with other professionals

The Matthew Project is a value driven organisation, believing in no compromise on hope for the change in people's lives no matter what their situation. We pride ourselves on our ethos and values of compassion, care, creativity and integrity in all areas of work. Our inspiration and values originate from our Christian origins but we welcome all who share these values and want to make a difference to people who need help.

The Matthew Project is increasingly known for its quality, reliability and innovation. The environment in which we work is becoming increasingly competitive and we wish to be 'leaders' in what we do

**Who we work with:**

Our clients are from all walks of life and include, mothers, teenagers, people who are homeless, children whose parents have a dependency and professionals. Our clients are from all social backgrounds.

We work with the person with a drug or alcohol dependency but also worried parents, relatives and friends. We receive helpline calls from the people of all ages from young teenagers to the elderly.

## **Suffolk Young People's Specialist Substance Misuse Treatment Service**

The Matthew Project will provide a high quality professional integrated substance misuse service for young people across rural and urban areas of Suffolk. This specialist service will be provided within the context of Suffolk Integrated Youth Support and support the principles that:

***All young people are entitled to enjoy their youth, achieve their potential, be healthy, be safe from harm, be able to contribute to their community and be ready for success in their future life.***

The clinical aspects of the service will be managed by the Norfolk and Waveney Mental Health Care Foundation Trust Alcohol and Drug Service (TADS). Building on many years of experience, knowledge and expertise of both launching and providing county wide young people's work, The Matthew Project will provide a systematic approach of evidence based targeted and specialist interventions within one service. It will invest in the continued development of a skilled workforce who will provide an accessible and cohesive young person and family focused approaches to substance misuse service.

The service will use DUST, specialist substance misuse assessments and the Common Assessment Framework (CAF) as key tools for meeting a young person's needs in Suffolk. A comprehensive system of performance management will be used in order to enable young people to have their best chance of achieving the five "Every Child Matters" outcomes. Interventions for young people attending the Youth Offending Service (YOS) and crime reduction will be a key aspect of the service and three workers will be based in YOS venues in Ipswich, Bury and Lowestoft.

Young people and families will be able to access advice and support 24 hours a day through a single point of contact and will receive substance misuse structured support through outreach from geographically based workers at young people friendly venues in Ipswich, Lowestoft and Bury. This will be based on a care planned and partnership approach including medical, psychosocial or specialist harm reduction interventions aimed at alleviating current harm caused by a young person's substance misuse.

We will work within the challenges of an uncertain funding climate to ensure a flexible and sustained service and will also bring extra value to the Suffolk Young People's Specialist Substance Misuse Service.

Motivated, skilled and workers that genuinely want to make a difference are key to the success of the service. Employees report a very high satisfaction rate with The Matthew Project. As an agency we seek to employ the best workers possible and in return for hard work and commitment, The Matthew Project invests heavily in its workforce both in training and in support.