



Role Description

Title: Administrator – Wolverhampton Homeless Integrated Recovery Service (WHIRS)

Reports To: Service Manager / Team Leader

Salary: £24,800 (pro rata)

Hours: 21-28 hours per week

This is a three-year fixed term contract.

Mission and values

The Good Shepherd supports disadvantaged people in Wolverhampton to end homelessness, recover, build independence and move out of poverty.

We provide food, practical help, one-to-one and group support, accommodation support, training and pathways into employment.

Our core values are hospitality, compassion, and respect. We recognise each person's dignity and potential for growth, and we deliver services in a person-centred way.

Role Summary

The Administrator will provide administrative and operational support to WHIRS, a partnership between Good Shepherd and Recovery Near You supporting people who are rough sleeping, recently housed or at risk of returning to rough sleeping.

The post holder will coordinate referrals, records, appointments, meetings, data, reporting, partner communication and service-user feedback to help ensure the project is organised, safe, responsive and able to evidence outcomes.

Key Responsibilities

Service Administration & Coordination

- Provide day-to-day administrative support to the WHIRS multidisciplinary team and partner colleagues.
- Coordinate referrals, appointments, reviews and follow-up activity, ensuring accurate records and appropriate information sharing

- Maintain efficient office systems, electronic folders, contact lists, rotas, calendars, action logs and project documentation.
- Prepare agendas, take minutes, record actions and circulate notes for meetings and case discussions.

Referral, Case Recording & Information Management

- Record referrals, contact, appointment outcomes, interventions and follow-up actions on agreed systems.
- Support accurate recording of homelessness, treatment, recovery, health, accommodation and engagement outcomes.
- Maintain clear, confidential and auditable records in line with GDPR and organisational requirements.
- Assist staff to identify missing information, incomplete records or data quality issues and support timely corrective action.

Data, Monitoring & Reporting

- Input, collate and monitor project data to demonstrate activity, outcomes, demand, trends, service reach and impact.
- Support reports for managers, commissioners, funders, partners and evaluation activity.
- Help evidence progress against treatment, recovery, housing sustainment, health, harm reduction, engagement and co-production outcomes.
- Maintain spreadsheets, dashboards or monitoring tools as required, ensuring information is accurate and available for review meetings.

Partnership Working & Communication

- Act as a professional administrative point of contact for WHIRS enquiries, responding appropriately and signposting to relevant team members or partner agencies.
- Support communication between Good Shepherd, Recovery Near You, homelessness, health, accommodation and wider partner services.
- Arrange and support multi-agency meetings, consultation sessions and review meetings that help integrate homelessness, health, treatment and recovery pathways.
- Maintain positive working relationships with internal teams, external agencies and partner organisations, ensuring messages and actions are passed on promptly.

Outreach, Treatment, Recovery & Health Pathway Support

- Support rapid access treatment pathways through appointment coordination, follow-up tracking and session administration.
- Support the coordination of harm reduction activity, health interventions, recovery support, peer mentor involvement and onward referrals into mainstream pathways where appropriate.
- Assist with practical arrangements for community-based delivery, including outreach sessions, in-reach to accommodation services and appointments at Good Shepherd or partner locations.
- Help monitor engagement, attendance, missed appointments, re-engagement actions and transitions between WHIRS and wider support pathways.

Co-Production, Service User Feedback & Lived Experience

- Support consultation and feedback activity with people accessing WHIRS and those with lived experience.

- Assist with organising forums, surveys, feedback sessions, peer-led activity, lived experience involvement and consultation events.
- Collate feedback themes and support the team to identify strengths, gaps, barriers and opportunities for service improvement.
- Ensure service-user voice and lived experience feedback are recorded and used to inform ongoing development of the WHIRS model.

Safeguarding, Compliance & Quality Assurance

- Follow Good Shepherd policies, including safeguarding, confidentiality, data protection, health and safety, equality, lone working and professional boundaries.
- Support the completion, storage and review of risk assessments, risk management plans, incident records and relevant compliance documentation.
- Assist with audit preparation, quality assurance checks, project evaluation and evidence gathering for internal and external reporting.
- Promote a trauma-informed, person-centred, non-judgemental and recovery-focused approach in all communication and administrative activity.

General Duties

- Attend and contribute to team meetings, supervision, training, operational meetings and partnership meetings as required.
- Work flexibly to support the needs of a community-based, multi-agency service working with people experiencing rough sleeping, addiction, mental health difficulties and complex needs
- Deliver all duties in line with Good Shepherd values: hospitality, compassion and respect.

Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified. Employees will be expected to comply with any reasonable request from a Manager to undertake work of a similar level that is not specified in this job description.

Person Specification

Qualifications

Essential

- Good standard of general education, including English and Maths, or equivalent experience.
- Relevant administrative, business support, health and social care, housing, substance use or voluntary sector qualification, or equivalent experience.

Desirable

- Training in safeguarding, confidentiality, data protection, equality and diversity, information governance or trauma-informed practice.
- Relevant IT, business administration or data management qualification.

Experience, Knowledge & Skills

Essential

- Experience of providing administration or business support within a busy service environment.

- Experience of maintaining accurate records, databases, spreadsheets, files or monitoring systems.
- Experience of organising meetings, preparing agendas, taking minutes and tracking actions.
- Experience of handling confidential information and following data protection requirements.
- Strong IT skills, including Microsoft Word, Excel, Outlook and electronic record systems.
- Ability to communicate professionally with staff, service users, volunteers, partners and external agencies.
- Ability to manage competing priorities, work to deadlines and maintain attention to detail.
- Understanding of safeguarding, professional boundaries, confidentiality and the importance of accurate record keeping.

Desirable

- Experience working in homelessness, housing, health, substance use, recovery, mental health, criminal justice or voluntary sector services.
- Experience supporting multi-agency projects, partnership meetings or commissioner / funder reporting.
- Experience of collating monitoring information, outcomes, feedback or evaluation evidence.
- Understanding of rough sleeping, addiction, harm reduction, recovery pathways, trauma-informed practice and the barriers faced by people with complex needs.

Abilities and attributes

Essential

- Strong organisational and communication skills.
- Ability to manage own time, prioritise tasks and maintain accountability for work.
- Ability to collate information and support the preparation of clear project reports.
- Ability to work collaboratively with internal teams, external partners and multi-disciplinary colleagues.
- Ability to work non-judgementally with people experiencing homelessness, addiction, poor health and complex needs.
- Cultural awareness and commitment to equity, inclusion and accessibility.
- Adopt a person-centred, trauma-informed and strengths-based approach.
- Work proactively and flexibly in a changing project environment.
- Open minded and willing to develop professionally.

Desirable

- Experience working with marginalised groups, people experiencing rough sleeping, people using substances, or people with multiple and complex needs.
- Commitment to recovery-focused, harm reduction and co-production approaches.
- Ability to contribute ideas for improving administrative systems, monitoring tools and service processes.