

## **CASP Community Substance Misuse Team: Administrator / Receptionist (Part Time) (<https://www.activelink.ie/node/115441>)**



### **ROLE TITLE: Administrator / Receptionist**

**Location:** 2nd Floor Arthurs Quay House, Arthurs Quay, Limerick V94 XVRO

**Hours:** 21 hours

The CASP Community Substance Misuse Team is a multi-disciplinary team, within the suite of services managed by CASP, funded through the MWRDAF responding to under 18's and their families affected by substance misuse issues in the Mid-West Region.

We are now seeking to recruit a part time office administrator/receptionist, on a 6-month fixed term contract, based at our offices in Limerick City.

### **OBJECTIVE:**

To carry out administrative tasks on behalf of the CASP Community Substance misuse Team (CSMT) in the Mid-West Region. The successful candidate will report to the CEO/Team Leader and play a pivotal role in assisting the CASP and Community Substance Misuse Team in developing and implementing administrative duties of a strategic and operational role within the organisation.

### **The role will include administration duties (but not limited to):**

- To support the work with families and young people affected by substance misuse in the Mid-West. This would incorporate the Strengthening Families Programme and other evidence based interventions.
- Greeting visitors and directing them appropriately and in a professional manner ensuring sign in/sign out and any screening processes in place are applied.
- Answering the telephone and directing calls as necessary i.e., screening of calls as part of client referral protocols.
- Responding to all email/phone queries coming through reception.
- Recording and distributing all incoming & outgoing correspondence, including referrals to the service.
- Providing Administrative/Clerical assistance to CEO/Management in relation to confidential correspondence, records and reports that include service user feedback.
- Support the eCASS and HRB reporting system.
- Maintaining an efficient filing system.
- Provide administrative support at meetings when requested and convene and arrange meetings and venues/zoom as required.
- Making travel arrangements and room booking where necessary.
- Oversee the requisition of supplies and equipment in relation to service requirements in line with budgetary allowances.
- Provide administrative support for financial procedures, practice and reporting as required.
- Comply with all Health & Safety regulations and standard operating procedures relating to covid-19 or similar health concerns, fire procedures and maintaining safe working environment for all staff and visitors on the premises.

### **Person Specification**

- Ability to work as part of a team in a demanding and challenging environment.

- Excellent communication & interpersonal skills.
- Ability to work on own initiative as well as working effectively within the team.
- Good working knowledge of office management systems including zoom, teams and telephone.
- Knowledge of general administration procedures.
- Ability to prioritise competing demands.
- Good problem-solving skills.
- Strong organisational skills.
- Excellent written and verbal communication skills.
- Strong attention to detail.
- Professional friendly demeanour and approachable.
- Flexibility and adaptability in terms of tasks and time.
- Ability to maintain professional and personal boundaries.

## Service Management

### Key Tasks

- To comply with standards and procedures as directed by Management and in line with best practice of funding agents.
- Support the development and implementation of good practice policies and procedures in relation to financial accountability within CSMT Service.
- Assist CEO/Team Leader in the preparation and planning of funding applications and quarterly/annual reports.
- General administration and day to day maintenance of internal PC network.
- Relevant general office duties, phone calls, photocopying, scanning, filing etc.
- Maintain supplies inventory by checking stock to determine inventory level, anticipating needed supplies, placing orders following a purchase order system.
- Administer the day-to-day aspects of the service and facilities.
- Provide reports and statistics as required.
- Participate in ongoing evaluation and initiatives to improve the quality of all aspects of the service.
- Undertake other ad hoc duties as and when is requested by the team leader.

## Qualification/Experience

- Office administration experience is essential with at least two-years paid/volunteer experience in a similar office environment.
- Experience in MS Excel, MS Access, MS Power Point, MS Teams and zoom - essential

**Hours of Work:** 21 hours per week excluding lunch break, hours per day to be agreed by Team Leader.

**Closing Date:** Closing date for receipt of completed application forms is 5pm Tuesday the 20th May 2025 and interviews the week commencing 26th May 2025.

Shortlisting will apply and a 12-month panel may be formed where future vacancies will be recruited from.

**If you wish to apply, please send a copy of your CV plus a covering letter stating how you meet the job requirements to: [mwalsh@csmt.ie](mailto:mwalsh@csmt.ie) (mailto:mwalsh@csmt.ie)**

**Reference: Administrator/Receptionist, Mid-West**

Funded through the HSE by the Mid-West Regional Drugs Task Force

### Region

Limerick

### Date Entered/Updated

6th May, 2025

### Expiry Date

20th May, 2025

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**Source URL:** <https://www.activelink.ie/vacancies/community/115441-casp-community-substance-misuse-team-administrator-receptionist-part-time>