

Job Title: Operations and Medical Liaison Coordinator

Organisation: The KEYS Project (KEYS) registered charity no: 1154263

Location: Home based remote working / occasional site visits

Salary: £16,536 - £17,651 per annum for 20 hours per week (starting salary will be agreed depending on level of previous experience).

Full time equivalent = £30,559 - £32,654 per annum

Hours per Week: Part time, 20hrs per week

- Generally, weekdays over a minimum of 3 days
- Flexibility to work weekends or evenings for charity events when necessary.

Location: This role is primarily home-based, offering flexibility for remote working. However, as our Headquarters is located in London, the successful candidate will work in London as needed, typically once per month or as required for key meetings and team collaboration.

Travel, when required, to our other locations will be reimbursed according to our expenses policy.

Line Manager: Chief Operating Officer (COO)

Closing Date: 30/06/2025

Shortlisted candidates interview date: 10/07/2025

Job Description:

About Us: The KEYS Project is a national Christian addiction recovery charity committed to helping individuals overcome addiction through community, spiritual, and medical liaison support. Working through a network of volunteers within churches, KEYS provides structured recovery programmes, pastoral care, and practical assistance. By fostering a strong sense of belonging and purpose, the charity aims to empower individuals on their journey to lasting recovery and transformation.

KEYS' head office works to equip and support teams in partner churches and Christian organisations, enabling them to deliver the KEYS Project's Recovery Pathway within their own contexts. This includes, where appropriate, helping individuals safely achieve abstinence through

our Supported and Controlled Alcohol Reduction (SCAR) programme and providing medical liaison support with local healthcare providers to ensure comprehensive care.

Role Overview: We are seeking a compassionate and skilled Operations and Medical Liaison Coordinator to join our head office team. The successful candidate will be responsible for coordinating medical liaison for our clients in centres across the country, working with the head office team in managing service delivery and charity operations, and ensuring our programmes meet the highest standards. This role requires a strong commitment to our Christian values and a passion for helping those affected by addiction.

Main Job Purpose: The Operations and Medical Liaison Coordinator plays a crucial role in the administrative functions and strategic operations of the charity. This includes supporting fundraising efforts and managing financial administration, internal and external communications—including donor relations and marketing. The role involves report writing and generally ensuring the smooth day-to-day running of the charity. Furthermore, the successful candidate will provide general liaison between KEYS and substance misuse services and, potentially, with GP practices.

Key Responsibilities

Operations

- Undertake operations within the charity, ensuring compliance with policies and procedures.
- Manage office administration, including record-keeping, communications, donor relations and reporting.
- Support financial processes such as budgeting, invoicing, and expense tracking.
- Coordinate logistics for events, meetings, and volunteer activities.
- Maintain relationships with suppliers, partners, and stakeholders.
- Contribute to strategic planning and operational improvements.
- Participate in staff meetings, training, and events, including hosting prayer meetings via Zoom / Teams.
- Support fundraising strategy and initiatives for the project.
- Develop social media and news content.
- Perform other duties as required to meet the needs of the charity.
- Contribute to the support of Centre Coordinators, including training, prayer and pastoral support.

Medical Liaison

- Serve as the primary point of contact between clients and healthcare providers.
- Develop and implement individualised recovery plans in collaboration with Centre Coordinators and KEYS management.
- Respond to client enquiries and connect referrals to the appropriate centre or signpost to other agencies as needed.
- Oversee support for clients receiving high-level support and participate in medical liaison meetings as required.
- Coordinate medical liaison, reduction plans and follow-up care.

- Support Centre Coordinators to plan and organise client support, including spiritual support recovery planning and KEYS Pathway support.
- Maintain accurate records and documentation of client care and services.
- Update records and support Centre Coordinators to ensure all reporting and recording is in line with organisational requirements.

Service Delivery

- Assist in volunteer recruitment, onboarding and volunteer support.
- Provide guidance and information to volunteers regarding protocols and policies.
- Positively promote and publicise KEYS.
- Provide training as required.
- Supervise the provision of volunteer training and all associated administration.
- Ensure compliance with health and safety, safeguarding, data protection and other essential policies

Person Specification:

Knowledge:

- Addiction / Recovery from Addiction (Essential)
- Understanding, interpreting, and applying basic biblical principles (Essential)
- Safeguarding Adults / Data protection and Health and Safety (Essential)
- The 12 Steps of AA (Desirable)
- Charity requirements and regulations (Desirable)
- Knowledge of financial processes and budget management (Desirable)

Skills, Abilities, and Competencies:

- Proficiency in Microsoft Office and other relevant software (Essential)
- Strong organisational skills (Essential)
- Ability to set, communicate, and maintain appropriate boundaries (Essential)
- Excellent verbal and written communication and interpersonal abilities (Essential)
- Ability to work independently and collaboratively in a team (Essential)

Experience:

- Pastoral experience in providing Christian spiritual support (Desirable)
- Experience in supporting addiction recovery programmes (Desirable)
- Running recovery / support groups (Desirable)
- Remote working experience (Desirable)
- Experience with addiction, either personal, professional, pastoral, or through close contact with a loved one (Desirable)
- Experience in working within the charity sector (Desirable)

Personal Attributes:

- **Curious & Open-Minded** – Eager to learn, explore new ideas and challenge their own perspectives.
- **Analytical & Solution-Oriented** – Naturally inclined to dissect problems, think critically and find practical solutions.
- **Adaptable & Resilient** – Able to navigate challenges, embrace change and thrive in unpredictable situations.
- **Collaborative & Communicative** – Works well with others, values teamwork and listens actively while contributing meaningfully.
- **Independent & Self-Motivated** – Takes initiative, is proactive and confidently makes decisions.
- **Resourceful & Practical Thinker** – Figures things out efficiently, leveraging available tools and knowledge to overcome obstacles.
- **Resilient & Emotionally Strong** – Handles difficult conversations with grace, manages stress well and stays committed to helping others.
- **Trustworthy & Approachable** – Creates a safe space where people feel valued, heard and comfortable in seeking support.

Training and ongoing development opportunities will be provided to support the successful candidate in their role.

Christian Commitment: This role is subject to an Occupation Requirement in alignment with Equalities Act 2010 due to its faith-based nature: Candidates must have an active Christian faith in line with KEYS' mission. Application must be endorsed by a Church leader.

The candidate must be able to give both verbal assent to, and practical demonstration of, both the charity's Statement of Faith and Core Values. They must be able to actively participate in prayer and worship, whether individually, in small groups, or corporately, as an expression of their own personal faith and in line with The KEYS Projects Statement of Faith.

To Apply: Please complete the [application form](#) with a covering letter detailing your interest in the role. Please note due to the detailed nature of the application form and our Equal Opportunities recruitment process, an accompanying CV is not required.

