

**JOB DESCRIPTION
HOME GROUP LIMITED**

1	JOB DETAILS	
	Job Title: Referral Co-ordinator	Date:
	Reports to: Client Service Manager / Senior Client Service Manager	REF: HOMEJD222

2	<p>JOB PURPOSE</p> <ul style="list-style-type: none"> • To provide the highest quality of customer service to referrers, service users, Commissioners and colleagues • To receive, process and collate referral outcomes. • To take an active role in the promotion and marketing of the service to ensure referrals to the service our maximised. • To provide a full range of administrative support to the support services and Management ensuring that standardised business processes and returns are completed to the required standard and on time. • To maintain client information systems and data bases. • To process CRF and Outcome Framework information in line with contract requirements. • To be first point of contact for clients or referring agencies when referring to the service and to process and monitor referral pathway
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3	<p>DIMENSIONS</p> <p><i>Detailed below are the financial measures and statistics relevant to this post.</i></p> <ul style="list-style-type: none"> • Direct line management responsibility – Nil. • Direct responsibility for a budget of Nil. • Indirect responsibility/impact on staffing budget of – Nil. • Independently make decisions regarding the suitability and placement of all applicants. • Contributing to all aspects of risk analysis including contractual risks • Capturing and Collating data which informs KPI reporting for the service • You are required to be flexible to work within other office/service locations in the future within an agreed area of your initial office location.
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4 KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED

Detailed below are the knowledge, skills and experience required for satisfactory job performance.

- Experience of working within the support or care setting and or with vulnerable people with a range of support needs.
- Experience of assessing risk or proven ability to demonstrate an understanding of the principles of risk assessment and management within the care setting.
- To work alongside other Home Group colleagues to promote the service to a range of agencies and individuals including, health, prisons, RSL's and other relevant agencies.
- Ability to maintain confidentiality and professional boundaries in the workplace.
- Experience of working to deadlines and managing competing priorities.
- To have a working knowledge of Microsoft Office including Word, Excel and Access.
- Ability to communicate clearly both verbally and in writing, handling enquiries in a tactful and helpful manner.
- Ability to follow standardised work processes systematically and accurately.
- Ability to complete tasks in an accurate and timely manner, working within strict deadlines.
- Ability to work as part of a team but comfortable with prioritising own workload and raising issues regarding competing priorities with line manager.
- Flexible approach to duties with a focus on customer service.
- Empathetic approach to service users.
- Ability to remain calm and neutral whilst gathering sensitive and potentially distressing information over the telephone about service user's circumstances.
- To at all times carry out responsibilities within the framework of Home Group's equal opportunities and diversity policy.
- To develop an understanding and knowledge of the organisation and the variety of services provided.
- Ability to adhere to Home Group's Safeguarding Adults and Children processes and make defensible judgments on Safeguarding referrals
- To undertake any other duties as directed by the line manager that may reasonably fall within the scope of the post.

Additional service specific knowledge, skills and experience required:

5 KEY RESULT AREAS

The outputs of the job include:

- **To take referral and general enquires and provide accurate information and advice**
- To take referrals from referrers over the phone, via email and fax, or within referral institutes or other locations as directed by the management team; assess the suitability of the application within the Home Group “approach to risk management” framework; use informed and defensible judgements on acceptance, declines and incomplete applications. Liaise appropriately with the Client Service Manager / Senior Client Service Manager on complex or high risk / support declines
- To make timely decisions regarding the placement of service users in services working in conjunction with support colleagues and managers and in line with contractual policies
- To maintain accurate records at all times relating to enquires, referral applications, assessment, outcome and placement of every service users.
- To record referral data accurately and highlight service users who may present a high risk to colleagues in the most efficient way.
- Ensure appropriate placements are placed in sensitive and flagged properties
- To provide customer service of the highest quality both over the phone and in person, developing positive relationships with internal and external key stakeholders and referrers.
- To undertake referral related administrative tasks including coordinating and collating feedback narratives from services users in line with local and national policies
- To input data, analysing and flagging any anomalies to the relevant line manager. Submitting records accurately and on time using information gleaned from IT systems and data or supplied by the Client Service Manager / Senior Client Service Manager and liaising with support colleagues as required to collect, collate and chase relevant data.
- To contribute to the development of the Gateway service and ensuring contract compliance.
- To respond to requests for information from the Client Service Manager / Senior Client Service Manager and from other parties both internally and externally, adhering to strict deadlines and confidentiality policies.
- To represent Home Group at a local level and promote the work that we do across a range of interviews; this might include presentations and briefing sessions to external agencies.

- To actively seek and respond to the views, opinions and wishes of service users in order to develop the quality of service offered and promote customer focus within the service.
- To attend internal networking meetings with other managers and support colleagues to promote and share best practice within the business unit.
- To comply with Health & Safety requirements ensuring office equipment is used in a safe manner and undertaking office based and remote working risk assessments as required.
- To log and respond within policy and advise delegated authorities, of all complaints, feedback and compliments received
- To deal with written and verbal enquiries, face to face, by telephone and electronic communications as well as written correspondence including complaints.
- To maintain confidentiality of records and comply with data protection requirements regarding personal data relating to both colleagues and service users.
- Adhering to Information Governance requirements regarding confidential information including electronic data-bases.
- Undertake routine financial tasks such as processing invoices through an electronic ordering system and petty cash reconciliations.
- Handle routine enquiries from internal and external parties in the absence of the Client Service Manager / Senior Client Service Manager.
- To support managers with internal meetings by organising room allocations, minute taking and other reasonable duties, as requested by senior management (where necessary for the role).
- Coordinating sensitive information received from external partners (e.g. MARAC), ensuring information is shared and recorded appropriately and that accurate information is shared.
- Act as single point of contact for all sensitive information brought into the service under confidentiality and service level agreements.
- Act within agreed timescales and with the appropriate response, to manage panic alarm and lone worker activations (where necessary for the role).

Additional service specific key results areas:

6 COMMUNICATIONS AND WORKING RELATIONSHIPS

Your main contacts will include:

- To communicate on behalf of the organisation, Client Service Manager / Senior Client Service Manager and other managers.
- To be a good team player and work constructively with colleagues and managers in all aspects of the postholder's work. Contribute positively to meetings such as supervision, appraisal and team meetings and training events.
- To maintain a professional approach to all communications with external agencies and the public.
- To work closely with external agencies involved in individual support packages, this includes statutory agencies such as prisons, Children And Young People's Services and health.
- To act as a resource and support to support workers within the contract to enable high quality service provision

Additional service specific contacts:

7 SCOPE FOR IMPACT

Detailed below are the significant aspects of the job outside of the key result areas

- To act as key point of contact for referring institutes, customer and service users, Client Service Manager / Senior Client Service Manager, managers and support colleagues to ensure clear passage of information and processes.
- Opportunity to contribute to service planning and financial viability of the service.
- Working with representatives of external specialist agencies where there is an opportunity to contribute to the development of a more integrated approach to services in the locality.

Additional service specific contacts:

8 CORPORATE RESPONSIBILITIES

Health & Safety

- Take responsibility for your own health, safety and welfare, ensuring compliance with the Group's Health and Safety Policy, procedures and safe systems of work, in a safe working environment.
- Monitoring and reporting any health and safety concerns within the office
- Monitoring and reporting any suspected malfunction or misuse of lone worker panic alarms (where necessary for the role).

Training & Development

- To undertake all reasonable training activity designed to support you in your role.

Equal Opportunities

- To promote equality and diversity as an integral aspect of working at Home Group and lead by example.
- To undertake any further duties as requested by your Line Manager commensurate with the level of your post.