

JOB DESCRIPTION – REFERRALS COORDINATOR

Job Title	Referrals Coordinator
Line Managed by	Chair of Trustees and Chief Executive
Day to Day Supervision	Lead Referral Coordinator
Responsible for	*The co-ordination and high quality support for new referrals and members who require more intensive support *providing a professional approach to all referral agencies (specifically with regard to the Perinatal Team). * the development of partnerships with relevant agencies. *Supporting the volunteer recruitment and publicity activities
Job location	This role will be home based but there will be expectation to travel throughout most of Norfolk as required.
Hours of work	12-16 hours per week
Salary	£9 per hour
Contract Type	Part time employment

Job Purpose:

This role is to provide a central point for all new referrals to GMOTFW. The referral coordinator will need to ensure that individuals are fully supported and encouraged in order that they can benefit from GMOTFW groups and one to one activities and meetings. This will apply specifically to new members, many of whom are very vulnerable. It will be essential that the post holder manages confidential information and maintains client records in a professional manner and provides regular updates and attend appropriate meetings as required by the Perinatal Team and other referring agencies and partners, families and carers where appropriate.

This role requires the post holder to work in a flexible, enthusiastic, professional and committed manner and be willing to place relationships with people, whether trustees, staff, clients, volunteers as a key priority. He/she will require excellent communication skills, demonstrate empathy towards vulnerable people and be well organised.

Main Duties as below:

<p>Supporting new referrals</p>	<ul style="list-style-type: none"> • To ensure that all new referrals receive high quality person centred support particularly those who are very vulnerable. • It will be essential to ensure that any other members who have been identified as requiring more intensive support are offered effective and appropriate one to one and group support. • To act as the contact and liaison point for the Perinatal Team and other referring agencies and partners, families and carers. • To support new referrals by linking the individual to the most suitable group meetings and provide positive transitional and ongoing support where appropriate. • Liaise with GMOTFW Publicity and Recruitment Coordinator, Team Leaders and Ambassadors to ensure that the continuation of support is professionally sustained for individuals and their respective partners, families and carers.
<p>Offering a Client-Centred Service</p>	<ul style="list-style-type: none"> • To ensure that a person- centred approach is offered at all times. • To ensure that client’s needs, interests and aspirations will be at the centre of any activity or service planning. • To ensure that clients are to be positively encouraged and valued at all times. • To ensure that clients complaints or concerns to be handled in a professional manner and that all issues of a potentially serious nature are reported to senior management in accordance with the organisational procedures. (See contract of employment).

<p>Meeting all statutory and legal requirements</p>	<ul style="list-style-type: none">• To have a comprehensive understanding of all GMOTFW policies and procedures and the willingness to act appropriately if they are compromised in anyway.• To ensure that all client data provided by the referring agency is handled in a safe secure manner in accordance with GMOTFW's Confidential Policy and the GDPR requirements.• To ensure that all clients are treated with respect and dignity as required by the GMOTFW Safeguarding Vulnerable Adult's and Children's policy which includes the necessity of reporting immediately any incidents which appear to contravene these policies to the GMOTFW Chief Executive who is acting as the Safeguarding Officer.• To ensure that all the GMOTFW policies are respected and strictly adhered to. (See contract of Employment) and report any concerns which could be viewed as affecting the health, safety and well being of the client or any other person receiving support from GMOTFW.
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<p>Working in partnership with all statutory, voluntary agencies and families/carers</p>	<ul style="list-style-type: none"> • To provide a positive and professional approach with all the relevant health and social care agencies which will continue to support the reputation of GMOTFW as the leading community based organisation in this field of work. • To attend any relevant meetings with health and social care professionals where necessary and be willing to provide progress reports and updates with a particular focus on new referrals. • To be a main contact for the Perinatal Team (Norfolk and Suffolk Foundation Trust) and to provide patient updates where required • To be willing to offer any other appropriate and agreed support to relevant health and social care agencies. • To be willing to liaise in a professional manner with partners, families and appropriate carers and offer positive support where necessary.
<p>Staff and Volunteer Support</p>	<ul style="list-style-type: none"> • To provide positive support for all trustees, staff and volunteers at all times • To liaise regularly Team Leaders, Ambassadors and visit group meetings on a regularly basis and help identify training and support needs for all volunteers • To be willing to support the Publicity and Recruitment Coordinator to identify and recruit new team leaders and ambassadors and generally help GMOTFW to continue the process of building this organisation with a high standard of professionalism.

<p>Promoting Awareness of GMOTFW services</p>	<ul style="list-style-type: none"> • To undertake any training as identified by your manager • Be willing to support the organisation in any awareness campaigns and recruitment events which will include members and new volunteers. • Helping in the development of any promotional material.
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<p>Other requirements</p>	<ul style="list-style-type: none"> • To take a positive anti-collusion approach to any matters of conflict between staff, placements and/or volunteers and reporting any issues to the Chief Executive • To undertake any other tasks as required which is commensurate with the skills and responsibilities of this post.
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You may need to use your own car from time to time, so a current driver's licence is preferred. Mileage will be paid for the use of your car when on Charity business.

You will be required to undertake an enhanced DBS check.

PERSON SPECIFICATION

These elements will be assessed through the shortlisting and interview process

Assessment Areas	Essential	Desirable
Education and Qualifications	<ul style="list-style-type: none"> • Good standard of general education 	<ul style="list-style-type: none"> • GCSE O/A Level • NVQ Level 2/3 or equivalent
Experience, Skills, knowledge and Abilities	<ul style="list-style-type: none"> • Previous experience in mental health field either as a user and /or employed in a support role. • Knowledge and experience of mental health services • Proven ability to deal with a wide variety of people in a positive and confidential manner both, face to face and on the telephone • Well-developed communications skills written and verbal • Competent in use or range of standard Microsoft Office software (email, word processing, excel spreadsheet) • Proven ability to manage time and tasks • Proven ability to work under pressure to tight deadlines • Confident and able to work on own initiative • Strong organisational skills with the ability to developing work schedules for designated tasks • Ability to prioritise and maintain clear thinking under pressure 	<p>Knowledge and understanding of administrative processes</p>
Attributes	<ul style="list-style-type: none"> • Bright, confident personality, well presented and highly personable. • Highly methodical and organised • Flexible approach with the ability to work unsupervised. • Able to make the most efficient and effective use of resources. • Conscientious and able to handle sensitive and confidential information with discretion. • Team player. 	<ul style="list-style-type: none"> • Experience of working with volunteer staff