

## REFERRAL CO-ORDINATOR

### JOB DESCRIPTION

<b>Job Title:</b>	Referral Co-ordinator
<b>Salary:</b>	£21,185 – £26,220 (South East) £22,300 - £27,600 (London)
<b>Reports to:</b>	Compliance Officer
<b>Location:</b>	Hackney, London / Ashford, Kent

#### Who are we?

Shaw Trust is a progressive charity on an exciting journey to help five times more people over the next five years. For over 30 years we have supported disabled and disadvantaged people to make positive changes to their lives through training and employment, and our ambitious plans need the right people to help us transform many more lives, in many more ways.

What we do is exciting, fulfilling and diverse and it's about to get even better. As well as employment services, we work with kids in schools, help offenders in prisons, and empower people to take part in activities that many of us would take for granted.

Working with us gives you far more benefits than a standard package; it gives you the chance to help turn someone's life around.

#### What we need?

We need a Referral Co-ordinator to work alongside the Lead Compliance Officer and other key roles to coordinate participant entry onto the programme, maintain effective administrative and project recording and reporting systems and act as a single point of contact and initial advice point for people and employers requiring additional information and support.

You will undertake assessments with participants, via phone or face to face and will require you to develop and maintain excellent collaborative relationships with internal team and delivery partners across North, East and South London. You will deliver these activities on one of two high profile contracts in London. The contracts are co-funded by the Big Lottery and the European Social Fund and deliver Independent Placement and Support (IPS) services to people with common mental health conditions.

You will be responsible for monitoring and developing the referral pathways to ensure the single point of access meets the needs of individuals who access

Aim4Work seeking to improve their health and wellbeing and gain employment.

The aim of the service overall is to contribute to the Shaw Trust vision of a society in which everyone has the opportunity for employment, inclusion and independence.

To stand-out you need to champion and embrace change, balance the empathy of a charitable heart with a commercial edge, and be willing to learn and collaborate with others.

You must be an excellent communicator with experience of communicating effectively with wide range of people including service users, health professionals and commissioners.

Are you right for the job?

- Do you thrive in an environment that encourages you to find new ways to help people?
- Do you have a strong track record of achieving targets?
- Do you motivate people, work well in a team and stay focused under pressure?
- Do you have strong organisational skills?

## Person Specification

Job Title: Referral Co-ordinator

(E = Essential; D = Desirable)

### Competencies

- Embraces change and drives continuous improvement (E)
- People centred in a commercial framework, takes accountability for results (E)
- Demonstrates a passion to further the charitable aims of the organisation and acts with integrity (E)
- Collaborates and unites with others behind the organisations mission (E)
- Provides a best in class service to all customers internal and external (E)

### Technical competency (qualifications and training)

- NVQ/SVQ level 2 or above or equivalent experience(E)
- Excellent IT skills with ability to use Microsoft Office and databases(E)

### Experience, Knowledge and Skills

- Excellent administration skills (E)
- Excellent working knowledge of computer software packages particularly those in the Microsoft Suite i.e. Word, Excel, PowerPoint and Outlook. (E)
- Flexibility to cope with the varying demands of the role, managing time effectively to achieve the desired results and willing to travel. (E)
- Excellent organisational, communication and presentation skills. (E)
- Previous experience with call handling (E)
- Ability to work on own initiative and as part of a team. (E)
- Experience of working in the welfare to work industry and delivering to specified targets, quality standards and compliance measures. (D)
- Experience of working with individuals who face disadvantages in relation to employment, inclusion and independence with varying and complex needs and barriers demonstrating active listening skills to quickly build rapport (D)
- Ability to negotiate, influence and persuade at all levels. (E)

### Safeguarding

- Displays an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults.(E)
- Role requires a Disclosure and Barring Service (DBS) at Enhanced level. (E)



## **Main Duties and Responsibilities**

1. To be responsible for the first point of contact and referrals made into the Aim4Work Service, sensitively assessing and triaging often complex referrals based on an individual's support needs.
2. To produce regular reports and monitoring information to evaluate the performance of the referral service.
3. Provide robust core support to the service, enabling front line staff to focus on managing individual participant journeys. Core support includes: assigning participants to Employment Advisers according to participant geography and Adviser availability; supporting Employment Advisers in managing their diaries and travel arrangements; providing a responsive service to meet general project administrative needs; supporting the preparation of reports and financial claims working alongside the project's Compliance Officer and Financial Claims Coordinator.
4. Host visits or events relating to the service ensuring facilities, agenda and arrangements are well-organised and communicated to relevant parties.
5. Use the necessary in-house communications systems, including e-mail, telephones, faxes, reprographics etc., to ensure prompt and effective responses to participants, Shaw Trust staff, Aim4Work partners and other external organisations.
6. Devise and maintain office systems, including data management and filing, ensuring all participant records and statistical reports are securely stored and filed in line with ESF and Shaw Trust policy and procedures.
7. Complete archiving of files to company policy and ESF requirements and process on a regular basis.
8. Monitor and audit data capture systems (MPS) to ensure the recording of all contract performance monitoring and management information is effective to enable the production of reports, and statistics.
9. Operate a customer focused culture to designated standards of service, ensuring customer feedback is appropriately reported.
10. Process payments, raise PO numbers for invoices and liaise with head office to ensure payments are made promptly.
11. Act as first point of contact for participants who are in work and/or their employers, providing frontline support and, where necessary, escalating enquiries to their Employment Adviser.

12. Maintain rapport with participants by supporting continuity of contact, and ensuring queries are escalated and resolved within a timely manner.
13. Maintain continuity of work operations by documenting and communicating needed actions to management; discovering irregularities; determining continuing needs.

## **Other**

1. To undertake any further training as identified in the Shaw Trust review procedures.
2. Ensure that safe working practices are followed in respect of COSHH and other Risk Assessment control measures.
3. Employees must comply with the provisions of 'The Health and Safety at Work Act 1974' and must take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts of omissions whilst at work. Employees are also required to co-operate with their employer to enable them to perform or comply with any statutory provisions. The Trust's efforts to promote a safe and healthy working environment can only succeed with the full co-operation of its employees.
4. To understand, comply with and promote Shaw Trust's safeguarding policy and procedures. It is the responsibility of all employees to make the working environment safe and secure for all. Everyone must adhere to the 5 Rs in relation to possible abuse: Recognition, Response, Reporting, Recording and Referral. The Trust can only ensure its dedication to the protection of vulnerable people with the full cooperation of its employees.
5. The Trust has an Equality and Diversity Policy and it is the responsibility of all staff to comply with this. The key responsibilities for staff under this Policy are set out in the Trust Code of Conduct.
6. To maintain the confidentiality about clients, staff and other Trust business. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognised course of duty. The post holder must meet the requirements of the Data Protection Act at all times.
7. To maintain awareness of risk and to take personal responsibility for ensuring that the Trust is not unnecessarily exposed to risk. To report any issues or concerns relating to risk and the effectiveness of the Trust's risk management arrangements.
8. Be aware of, promote and implement Shaw Trust's Risk, Quality and Information Security Management Systems.

9. To report to line manager, or other appropriate person, in the event of awareness of bad practice.

10. Recycle and manage energy within your environment.

**This job description is intended to provide a broad outline of the main duties and responsibilities only. The post holder will need to be flexible in developing the role in conjunction with the line manager. The post holder may be asked to carry out any other delegated duty or task that is in line with their post.**