# Referrals Administrator

## Aim of post

1. To provide effective administrative support to the Referrals Team.
2. To provide a professional service to any Foster Parent, Child, Social Worker, or other person who contacts the team.
3. To ensure that all administrative processes are completed in agreed timescales.
4. To assist in the coordination of respite and supervised contact for foster families across the whole organisation, including emergency arrangements.

## Responsibilities

* 1. Efficient management of telephone calls and messages within the team.
	2. Completion of all administrative tasks, relating to the work of the Referrals Team.
	3. Completion of administrative procedures relating to respite and children joining and leaving the organisation.
	4. Development and maintainance of positive relationships with Foster Families, Social Workers and Link Workers.
	5. Logging of data received from Local Authorities on CRM system and ensure recording systems are regularly updated.
	6. Providing the Out of Hours Service a daily handover.
	7. To work proactively with the team to meet organisational targets as directed by your line manager.
	8. Any other task directed by the Team Manager to meet business need.

**Safeguarding Children**

Safeguarding Children is central to all that By the Bridge with Cambian does. The Referrals Team are in a prime position to notice any actual or potential safeguarding concerns and must follow the By the Bridge with Cambian reporting procedure if they have any cause to be worried about a child’s well-being. There may also be occasions, either through seeing situations with a fresh pair of eyes; reading information in a report or by receiving information in any other way that you may have concerns regarding the welfare of a child. The Referrals Team will be required to undertake mandatory online and taught safeguarding training within their induction period.

## Working Relationships

* Reporting to the Assistant Referrals Manager
* Close interaction with all staff throughout the organisation, specifically Link Workers (Supervising Social Workers), foster families and regional branches, Out of Hours team, Finance and Marketing teams.

## Person Specification

**Essential**

* Excellent communication skills.
* Excellent telephone manner.
* Good organisational skills.
* Self motivated and able to work to agreed deadlines.
* Ability to work as an accountable member of a team.Ability to prioritise work.
* Excellent IT skills (Microsoft packages)

Ability to keep information confidential.

**Desirable**

* Understanding of Microsoft Dynamics CRM, Egress and Secure Porta systems.
* Understanding of the needs of Looked After Children and the children’s Social Care system.
* Understanding/experience of Fostering Services.