# Referrals co-ordinator

## Aim of post

To facilitate the sharing of referrals received from Local Authorities to available approved foster families across the organisation. To consider the risks and matching criteria and to communicate effectively with Local Authorities, Foster Parents and the regional branches. To co-ordinate the placement process between Local Authorities and regional branches.

To aid the growth of the company by introducing referrals for children with suitably placed foster families who can meet the child’s holistic needs. To report to the Referrals Manager on current vacancies and work as part an accountable team member to meet both individual and team targets.

## Responsibilities

1. Taking screened initial Referral information from Local Authorities via e-mail.
2. Sending referrals for children to available foster families across the whole organisation in a timely manner.
3. Responding to referrals from Local Authorities in a timely and professional manner.
4. Completing relevant paperwork for children following the correct procedures and ensuring information and data is logged.
5. Liaising with the Local Authorities, Link Workers, Social Worker’s, Foster Parents and Regional Branches to ensure that a match is appropriate for all.
6. To work proactively within the team to meet organisational targets as directed by your line manager.
7. Any other task directed by Management

**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 Referrals Manager
* Close interaction with all staff throughout the organisation, specifically Link Workers (Supervising Social Workers) and regional branches, Out of Hours Team, Foster families.
* Liaison with local authority Commissioning Teams and other external organisations.

## Person Specification

**Essential**

* Ability to read and process complex information
* Ability to Prioritise workload
* Flexibility and the ability to see a task through to completion
* Ability to appropriately manage highly sensitive and confidential information
* Integrity and professionalism
* Excellent communication skills
* Excellent IT and administration skills
* Self motivated and able to work autonomously
* Ability to work as an accountable team member
* Understanding of the needs of traumatised children,the children’s Social Care system, as well as Fostering services.

**Desirable**

* Microsoft dynamics CRM, Outlook, Egress and Secure Portals to access Referrals