**Placement Team Manager**

**Aims of post**

To lead and manage the ‘Referrals’ team, who are the company’s primary customer facing team. To own the end to end process of referral to child placement, to ensure best child matching of referrals to foster families. To achieve company expectation through maximising foster family utilisation.

**Key responsibilities**

* To manage and lead the Referrals Team, to ensure we are compliant with Fostering Regulations and NMS. To provide the team with clear direction and focus, to improve their capability through effective coaching and development. To deliver against company targets at a Regional and National level.
* To ensure that the respite requirements of foster families are fulfilled.
* To manage the effective and safe contact process for the children whom we support.
* To provide the reporting and communication requirements to ensure that the Referrals Team are performing and that meet the needs of internal stakeholders.
* Tocreate a team dynamic that allows the Referral Team to be the pulse of the organisation, where people want to work and their support of effective placements is celebrated.
* To ensure an effective daily handover to out of hours
* To maintain effective record keeping.
* To develop, implement and own procedures to ensure the effective running of the team. To ensure that children are fully safeguarded - see below.
* To partner with the Business Development Team to ensure key customer information is identified and shared and accurate information is provided for tenders and monitoring forms
* To work as required with Fostering Services Leadership Team and Regional Operational Teams to support the Company’s strategic growth and development

**Working relationships**

* Reporting to Cambian Group Business Development Director, with dotted line reporting to the MD By The Bridge with Cambian.
* Direct line management of the Referrals Team
* Daily interaction with all staff throughout the organisation, specifically Regional Managers, Link Workers (Supervising Social Workers), Out of Hours Team, Foster families and Business Development Team
* To liaise with local authorities, placement teams and social workers.
* Working closely with the members of Senior Leadership as required.

**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.

**Person specification**

**Essential**

* Social Work qualification and HCPC registration
* Proven ability to lead, manage and motivate a team to perform.
* Experience within a professional and commercial environment – to be able to demonstrate transferable skills
* Excellent communication skills and ability to work with all levels of stakeholders internally and externally
* Ability to multi-task and prioritise
* Experience in a high pressure environment
* Strong IT skills, specifically Microsoft Word, Excel and Outlook
* A common sense approach

**Advantageous**

* Background experience in business, sales or marketing is desirable
* Microsoft Dynamics CRM