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| **Job Description** |

**Job Title: Referrals Co-ordinator Reporting To: Joanne Binfield**

**Location: Central Services Salary Range: Up to £21,000**

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**Role Purpose:**

To facilitate the matching of referrals received from Local Authorities to available approved foster families across the organisation. To consider the risks, needs and matching criteria and communicate effectively with Regional Branches, Local Authorities and Foster Parents. To co-ordinate the end to end 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.

**About By the Bridge:**

By the Bridge with Cambian is an innovative, dynamic, independent fostering organisation providing high quality foster care and services to children and their foster families.

We aim to create an environment where all people feel valued and can grow, develop and achieve their goals.  We work to ensure that By the Bridge with Cambian is an innovative, creative and dynamic organisation, whom thrives on the diversity of its staff, families and children, to ensure that we assist and care for those most vulnerable, and advocate with them, and on their behalf.

**Responsibilities**

1. Review and screen referral information from Local Authorities.
2. Determine the needs and risks outlined in the referral and identify appropriate families.
3. Following correct procedures; distribute referrals to families across the whole organisation in a timely manner.
4. Liaise with Local Authorities regarding suitable families.
5. In line with fostering regulations, liaise with the Local Authorities, Link Workers, Social Worker’s, Foster Parents and Regional Branches to ensure the match is appropriate for all.
6. Following correct procedures, ensure all relevant details, including financial information, is logged appropriately.
7. Direct queries from Foster Families and Link Workers to Local Authorities; additionally deal with queries from Local Authorities, Link Workers, Social Workers, Foster Families and regional Branches.
8. Work proactively with the referrals team to meet organisational targets as directed by your line manager.
9. Any other task directed by Management

**General Responsibilities**

* To work in accordance with By the Bridge with Cambian policies and procedures.
* To contribute to the culture of By the Bridge with Cambian.
* To uphold and embody our values at all times, ensuring the protection of children is paramount
* To adhere to responsibilities under data protection, health and safety legislation and policies.
* To demonstrate a positive commitment to equalities and diversity.
* To undertake such other duties as may be reasonably expected or commensurate with your role.

**Person Specification**

You will be highly organised and professional with an excellent telephone manner and good communications skills. You will be personable, confident and engaging with the ability to build relationships and work well in a team to achieve performance targets with drive and enthusiasm.

**Essential**

* Ability to process complex detailed information
* Ability to prioritise and multitask
* Ability to think intuitively
* Excellent problem solving abilities, including adaptability and flexibility
* Positive, can-do attitude
* Ability to see tasks 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
* Ability to work as an accountable team member

**Desirable**

* Understanding of Looked After Children and the children’s Social Care system, as well as Fostering services.
* Use of CHARMS, Outlook, Egress and Secure Portals