



ROLE DESCRIPTION

Facing life alone is hard, and when you feel there is no one there to support you it is a scary place to be.

Therefore, at Safe Families we exist to create relationship and connection, offering support, hope and belonging to improve the lives of those in our communities because everyone deserves to belong.

Working hand-in-hand with children's services we link children, young people and families with local volunteers who can offer them help and support.

We are a Christian and community based charity and empower local volunteers, predominately from the church, to engage with those most at need.

Title:	Referrals Team Leader		
Location:	Nottingham	Hours:	32 hours (0.8 FTE) <i>(Some flexibility available)</i>
Job Type:	Permanent	Start Date:	August 2021
Reports to:	Senior Family Support Manager	Pay:	Circa £22 - 24k pro rata'd. <i>(dependent on qualifications and experience)</i>

Role summary:

The position of Referrals Team Leader offers a great opportunity to lead a team who are focussed on ensuring the right families are accepted for support by Safe Families alongside the Senior Family Support Manager. This will be a demanding but also highly rewarding role offering the successful candidate the opportunity to make a real impact in the lives of struggling families. The role would be particularly of interest to those who have compassion for children and families and are able to be detail orientated whilst holding a clear sense of our bigger picture.



Responsibilities

I. Team Leadership

- a. Provide line management of the Referrals Team ensuring there are regular individual check-ins which cover both wellbeing and professional development.
- b. Facilitating team meetings and arranging opportunities for continual professional development.
- c. Ensuring that referrals and enquiries are responded to appropriately and according to agreed timescales and that Initial Family Pictures are completed with accurate and pertinent information relating to suitability and risk.
- d. Proactively ensuring that the Referrals Team have good relationships across the whole of the Safe Families Central Region and are supporting all 3 hubs equally.
- e. Modelling the Safe Families values and promoting these within both the referrals team and the wider central region.

2. Oversight of the Referrals Process

- a. In collaboration with the Senior Family Support Manager (SFSM) ensure that the right number of referrals are progressing through to support each week. Allocating families to the Referrals Team and taking responsibility for coordinating the visit booking process with the Referrals team, ensuring the right number of visits are happening and identifying problems early and communicating this to the SFSM.
- b. Work collaboratively with the Family Support Team Leaders to problem solve any issues with the visit allocations.
- c. Take the lead within the Referrals Team to prioritise referrals based on urgency, risk and other factors in collaboration with the Family Support Team Leader.
- d. Has knowledge of the referral flow across the Central region and communicates regularly with the Family Support Team Leader, Senior FSM and the Local Authority gatekeepers where appropriate, as and when there is a problem with flow.
- e. Identifies trends in referral sources and suitability and communicates this to the Family Support Team Leader and Senior FSM. Takes part in decision making in response to this.
- f. Ensure that there are strong and effective communication channels between the Referrals Team, the Family Support Team Leaders and the SFSM.
- g. Ensure the Referrals Team are well informed of any changes to thresholds or contract expectations in different areas
- h. Work with the Business Support and Development Manager to develop the referrals process where necessary in response to new contracts.



3. Partnership Relationships

- a. Work collaboratively with the SFSM to ensure that partnership gatekeepers such as Schools and Local Authorities are kept well informed of changes to referral flow.
- b. Work collaboratively with the Family Support Team Leaders to arrange Local Authority presentations.
- c. Complete referral trackers manually or downloading key family information from our bespoke database, with direction from the Family Support Team Leaders.

4. Administration Oversight

- a. Work alongside the other members of the Referrals Team to ensure families are being provided with resources and that financial records are being kept and recorded accurately.
- b. Ensure that the administrative tasks associated with the Referral and Admin Coordinator role are being completed to a high standard in a timely manner.

5. Additional Referral Team tasks

- a. Complete the initial gathering of information from the referrers accurately with appropriate considerations of wider factors (e.g. Family trajectory, where the referral fits within our contract thresholds).
- b. Have oversight of all the tasks which have been delegated to the referrals team and assisting with completing these where necessary (e.g. booking visits, ordering stationary and completing resource requests).
- c. Oversee the emergency referrals in the region. Ensuring there is clear communication between those coordinating our response and ensuring there is continuity in any handover of responsibility.






6. Other responsibilities

- a. Take an active role in fundraising for the work of Safe Families. This includes, but is not exclusive to, engaging in finding monthly Financial Supporters, participating in sponsored events and helping Safe Families connect with local businesses.
- b. Attend staff meetings and volunteer training events.
- c. Engage with ongoing professional development opportunities
- d. Other duties as determined by the line manager appropriate to the level of the post to ensure the smooth operation of Safe Families.














Person specification:

Essential values and characteristics:






-  Genuine love for people and a desire to see them thrive
-  Passion for the vision of Safe Families
-  Demonstrates teachability and humility
-  Strong in empathy, tact and discretion
-  Perceptive and curious; willing to challenge and be challenged

Qualifications, knowledge, skills and experience:

Essential requirements

-  People-focused telephone manner. Clear and sensitive to the needs of all.
-  Excellent, professional communication skills, both written and verbal
-  Knowledge of the interventions that Childrens' Services can offer to families
-  Conflict management skills
-  Well organised and able to prioritise effectively and manage time efficiently
-  Good IT skills including prior use of Microsoft Office and databases
-  Ability to work both alone and as part of a team
-  Ability to be responsive and calm when under pressure
-  Ability to juggle competing demands on time
-  Ability to use own initiative and be solution orientated
-  Being a champion for the compassionate ethos of the charity, which is rooted in the historic Christian tradition of showing kindness and hospitality to those in need.

Desirable:

-  Experience of leading, line managing and delivering required goals, objectives and outcomes
-  Experience of working within the Children and Families sector
-  Current training in Safeguarding and Child Protection
-  Experience of working with and managing volunteers
-  Presentation skills



Further notes:

Equality

Safe Families actively encourages applications from Black, Asian and minority ethnic background candidates.

Safeguarding

Completion of the recruitment process would involve the candidate being screened through an Enhanced DBS check.

Occupational Requirement (OR)

This post has been identified as having an “occupational requirement” under Schedule 9, Part 1, paragraph 1 and 3 of the Equality Act 2010 where it is a requirement that this post be filled by a Christian (currently active and committed to the Christian faith). All candidates must evidence they support the vision and values of the organisation.
