



## 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.*

<b>Title:</b>	<b>Referrals and Admin Coordinator</b>		
<b>Location:</b>	Nottingham	<b>Hours:</b>	20-32 hours (0.5 – 0.8 FTE) <i>(Flexible depending on the applicant)</i>
<b>Job Type:</b>	Permanent	<b>Start Date:</b>	July 2021
<b>Reports to:</b>	Senior Family Support Manager	<b>Pay:</b>	Circa £19 – 21.5k pro rata'd. <i>(dependent on qualifications and experience)</i>

### Role summary:

The position of Referrals & Admin Coordinator offers a great opportunity to join the core staff team in our fast-growing charity. 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.



### Responsibilities:

1. **Handling incoming enquiries.** Being the first point of contact for phone calls and emails from agencies working with at-risk families, such as social workers; and also dealing directly with in-crisis parents and the volunteers supporting them. Provide advice about the service including criteria for accessing support and sending out information to professionals/individuals.
2. **Information gathering and screening:** Ensuring received contact is in scope – criteria re: age/issues/LA. Gather and record information to complete risk assessment and gain complete picture of family’s circumstances. Liaising with other agencies who may hold relevant information needed to make accurate risk decisions (e.g. Schools).
3. **Making and communicating decisions under pressure.** Thinking clearly in a pressured scenario to make appropriate decisions regarding suitability of received contacts. Clearly communicating these decisions to families, volunteers and Local Authorities contacts.
4. **Scheduling diaries.** Contacting the family to explain our support, arranging a time for the Family Support Managers (FSM) to meet the family. Arranging other diary appointments for the FSMs and other staff as needed.
5. **Co-ordinating emergency referrals.** Taking a lead as necessary in ensuring emergency referrals are dealt with appropriately and in a timely manner. Ensuring team members are assigned relevant tasks according to urgency.
6. **Financial administration.** Taking responsibility for submitting credit card receipts, managing requests to funding providers and recording of all financial transactions made on behalf of Safe Families and the team
7. **General administrative duties.** Keeping up to date with all office administrative duties, including document preparation, organising and maintaining a smooth functioning filing system and preparing and posting all office mail. Scanning and uploading consent and information forms. Preparation of information packs for staff visits to families.
8. **Other commitments.** Attending staff meetings and volunteer training events. Engaging with ongoing professional development opportunities.
9. **Other duties** as determined by the line manager appropriate to the level of the post to ensure the smooth operation of Safe Families.
10. **Taking 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.



### Person specification:

#### **Essential values and characteristics:**

- 👤 Genuine love for people and a desire to see them thrive
- 👤 Passion for the vision of Safe Families
- 👤 Approachable
- 👤 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 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:

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.

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