



<b>Job Profile</b>	
<b>Job Title</b>	<b>Referral Hub Coordinator</b>
<b>Hours per Week</b>	37 (Fixed Term 31 <sup>st</sup> March 2020)
<b>Salary</b>	Up to £19,782 FTE (dependent upon experience)
<b>Responsible to</b>	Support Services Team Manager
<b>Responsible for</b>	N/A
<b>Service/Team</b>	Support Services
<b>Job Number</b>	HSS-HR-017
<b>Base/Location</b>	38 Leicester Road, Loughborough, Leicestershire, LE11 2AG

<b>Job Purpose</b>
<p>The Referral Hub Co-ordinator will be responsible for receiving, assessing and processing referrals for floating support and accommodation for our Housing Matters Service. This role will include undertaking initial assessments of referrals, co-ordinating referrals with our partner organisations (NCHA and Falcon Support Services) and management of the waiting list.</p> <p>You will also work closely with the Support Services Team Manager to monitor closure of support and make allocations of new clients to support workers.</p>

<b>Main Duties and Responsibilities</b>
<b>Referral Hub Coordinator Responsibilities</b>
<ul style="list-style-type: none"><li>• To process all incoming referrals, providing clear and regular communication with referrers and clients until they are allocated to a support worker or accommodated</li><li>• To conduct an initial needs and risk assessment for all referrals made to the Housing Matters Floating Support Service to establish that they are suitable for the service</li><li>• To keep accurate and concise records of assessments on our client management database, ensuring this information is shared with the relevant partners once a client is allocated</li><li>• To produce well-presented emails and letters which notify referrers and clients of their progress throughout the referral process</li><li>• To assess the eligibility of referrals made to accommodation based services and to work in partnership with Falcon Support Services in maintaining the waiting list for this element of the service</li><li>• To professionally challenge external agencies in line with relevant housing and homelessness legislation</li><li>• To provide referral updates to local authorities and registered provider partners regarding referrals to both the floating and accommodation elements of the Housing Matters service</li><li>• To distribute qualifying referrals to the appropriate organisation, liaising regularly with Support Services Team Manager to ensure this process is working effectively</li></ul>

- To manage the waiting list for the floating support service, monitoring the awards of waiting list points, keeping in touch routinely with clients waiting for services, alerting Support Services Team Manager to changes in circumstances
- To monitor closure of support and make allocations of new clients to support workers
- To collate feedback regarding the service and to produce well written reports
- To maintain initial need/risk assessment paperwork and ensure that information within the 'Welcome Packs' for new clients is appropriate and up to date and that there is always a stock available for clients and support workers

#### **General Organisational Duties**

- To comply with, and adhere to, The Bridge's Quality Management System (QMS)
- To take responsibility for producing your own correspondence
- To take engage with, and contribute in, your own Training and Continual Professional Development
- To embed and exhibit The Bridge's Values and Ethos in your work
- To take responsibility for your own health and safety and that of others in line with The Bridge's Health and Safety Policy
- To undertake other duties as required by the Chief Officer to ensure the smooth running of The Bridge

#### **Special Factors**

- This role is required to work occasional evenings and weekends
- This role requires a full driving licence and a car

### **Person Specification**

The following criteria define the relevant knowledge, experience, skills and abilities which a candidate will need to demonstrate throughout the recruitment process. The criteria will be assessed at different stages including Application (A), Interview (I), Test (T) or Presentation (P).

In the final column we have provided a weighting in respect of the importance of meeting each criteria; 1 necessary, 2 important, 3 essential. The answer to each criteria will then be scored by members of the shortlisting panel on a scale of 0 to 2; 0 unmet, 1 part-met and 2 met. The total score of the application form will then be converted into a percentage which will be assessed against the organisational shortlisting thresholds. Candidates who meet, or exceed, this threshold will be invited to interview.

<b>No.</b>	<b>Criteria</b>	<b>A</b>	<b>I</b>	<b>T/P</b>	<b>W</b>
1	A basic knowledge and understanding of the key principles involved in delivering a high quality Housing Support service	X		X	2
2	Good working knowledge of Housing and Homelessness legislation	X			1
3	The ability to work in partnership with existing partners and develop new working relationships with external colleagues from both the voluntary and statutory sectors	X	X		3
4	The ability to assess need and risk, whilst motivating people to identify and achieve their goals	X	X	X	3
5	Good working knowledge of benefits & income maximisation	X	X		1

6	The ability to work positively with vulnerable people who may display challenging or difficult behaviour	X	X		3
7	Experience of using a case management system to accurately record case notes and observations	X	X		2
8	Understanding of key safeguarding issues and processes	X	X	X	3
9	A high level of written and verbal communication skills, including the ability to professionally challenge and/or advocate for clients	X	X	X	3
10	The ability to work on your own initiative and manage multiple tasks within a pressured environment	X	X		2
11	A high-level commitment to and understanding of Equal Opportunities and the ability to counter discrimination		X		3
12	A high-level commitment to ensuring that The Bridge (East Midlands) values are embedded in your day to day work		X		3

<b>Document Control</b>					
<b>Prepared by</b>	Molly Boggis			<b>Date</b>	08.05.2019
<b>QMS Document No.</b>	HSS-HR-017	<b>Version</b>	V3.0		