**JOB TITLE: Referral Coordinator**

**KEY ORGANISATIONAL RELATIONSHIPS:**

**Overall Accountable Manager:** RegionalManager/Registered Manager

**Responsible to and appraised by:** Referral Team Manager/ Registered Manager

**Links to:**

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| --- | --- |
| Internal: | Senior Managers, and Supervising Social Workers; Policy and QA Team, Head Office and other regionally based teams – Referral Coordinator teams, Administration, Finance, HR, IT, Systems, Business Development, PA to Executive Directors |
| External: | Local Authorities; Foster Carers; Service Contract Providers, local community |

**JOB PURPOSE:** The Referral Coordinator promotes and assists in the provision of an independent fostering placement service to local authority social services departments served by one of the National Fostering Agency Group’s regional operations. Through liaison with local authorities, professional colleagues and National Fostering Agency Group foster carers in the region the referral coordinator effectively coordinates referrals to achieve a satisfactorily matched placement. The Referral Coordinator promotes the service with existing and potential customers and foster carers, ensuring awareness in the region that the NFA Group provides high quality, professional services for local authorities placing children and young people, and excellent support for its carers.

**KEY ACCOUNTABILITIES:**

As the first line of contact for customers, potential customers, existing and potential foster carers, the Referral Coordinator;

* responds to enquiries and requests promptly and efficiently,
* represents the NFA Group professionally and with expert knowledge at all times
* provides information and advice on initial enquiries from prospective carers
* consults with line or other managers and professional colleagues as necessary to ensure the appropriateness of a response

Maintains and develops the existing referral system, providing a referral service to local authority social service departments, efficiently coordinating referrals and making effective placements through;

* Responding appropriately to customer’s requests for referral matching need to appropriate available resources to achieve the best possible match for carer and local authority requirement for the child/children.
* Liaison with customers, social workers and carers to ensure that the safety of any child placed or in placement is paramount at all times.
* Liaison with supervising social workers and relevant managers, ascertaining all useable vacancies are up to date and recorded on the system.
* Utilising the NFA Group’s manual and electronic data recording systems and ensuring that accurate records are maintained with data inputting, amendment or addition completed in a timely manner.

Understands and maintains a working knowledge of regulation and statute applicable to family placements ensuring;

* a service provision in line with the requirements of the National Minimum Standards, Fostering Regulations and relevant legislation
* immediate reporting of any matters of concern or relating to child protection to line manager (or senior NFA Group manager in their absence), following NFA Group policy and guidelines for the circumstances

Ensures that business is maintained and encourages the development of new business in line with the NFA Group’s business plan through;.

* Building on and maintaining links with local authorities who form the existing customer base
* Developing links with local authorities who are potential customers within the supported area
* Promoting NFA Group resources and services to local authorities
* In conjuction with the Referral Team Manager/Registered Manager ensuring details of all customer contacts are accurate and current
* Advising local authorities of current vacancies; Maintaining an up to date vacancy list and ensuring that local authorities receive a copy weekly
* Building the resource of foster carers by dealing efficiently with initial foster carer enquiries in a knowledgeable and professional manner.

Maintains and contributes to improving the systems surrounding all aspects of the existing referral service provision, In liaison with Referral Manager/ Registered Manager and administrative colleagues

* In liaison with regional colleagues
* In liaison with Head Office and other regionally based referral colleagues, to achieve a consistency in service levels and the development of best practice in all areas, developing systems to support the work of each team as necessary.

Prepares reports as necessary in connection with placement referrals and prospective foster carers.

Attends meetings and contributes to project work as required.

Works in close liaison with regional office based colleagues, providing cover in their absence and undertaking other duties as and when reasonably requested by an NFA manager.

Participates in an annual performance review programme.

Works, at all times, in accord with the policies and procedures of the National Fostering Agency and statutory regulations applicable to fostering services and observes the strict rules of confidentiality appropriate to the post.

**This job description is not definitive and is likely to change in consultation with the post holder as the role develops.**

**Job Holder’ signature**

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Signed on behalf of the NFA Group**

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_