**Job Title: Referral Co-ordinator**

**Location:**

**Reports to: Referrals Manager**

**Accountable to: Regional Director**

**Job Purpose:**

The Referral Coordinator liaises with Local Authorities, professional colleagues and National Fostering Group foster carers in the region to effectively coordinate referrals and achieve successfully matched placements. You will be a first point of call for existing and potential foster carers so you will promote the high quality, professional services the referral teams offer when assisting with the placements of children and young people, and offer excellent support for our carers.

**Key Stakeholders:**

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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 |

**Key Responsibilities:**

* Will be 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 National Fostering 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 National Fostering 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 National Fostering Group manager in their absence), following NFG Group policy and guidelines for the circumstances
* Ensures that business is maintained and encourages the development of new business in line with the National Fostering 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 National Fostering Group resources and services to local authorities
* In conjunction 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 NFG manager.
* Participates in an annual performance review programme.
* Works, at all times, in accord with the policies and procedures of the National Fostering Group and statutory regulations applicable to fostering services and observes the strict rules of confidentiality appropriate to the post.

1. **Standard responsibilities:**

There are a number of standard duties and responsibilities that all employees, irrespective of their role and level of seniority within NFG are expected to be familiar with and adhere to:

* Participates in an annual performance review programme.
* Works at all times, in accordance with the policies and procedures of the NFG and statutory regulations applicable to the Group.
* NFG is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expect all employees to work in accordance with this.
* Undertakes other duties as assigned.

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| **Job Holder** |  |  |
| Name: | Signed: | Date: |
| **Signed on behalf of the NFG** |  |  |
| Name: | Signed: | Date: |