JOB DESCRIPTION

Job title: Referral Processor

Service: Nottinghamshire Small Steps

Salary: Grade 2 Point 16 – 19

Hours: 37 hours per week (full time, permanent)

Location: Nottinghamshire

Responsible to: Service Manager

Summary of job:
Small Steps provide a range of 1-1 support, group work, parenting programmes and informal networks for parents and their children in community settings.
The Referral Processor will take a lead role in supporting the Small Steps team in processing all referrals received into the service. The role is to review referrals and identify if the referral meets the Small Steps referral criteria and offer the appropriate intervention within Small Steps. The role will also include signposting families/professionals to appropriate services outside of Small Steps.

The Referral Processor will work effectively with other professionals and families when dealing with accepted and declined referrals.

Key tasks and responsibilities:

1. To work closely with the service and other professionals to oversee and coordinate referrals.

2. To manage liaison between parents and professionals regarding their referrals

3. To ensure parents are offered the appropriate intervention from Small Steps to meet their needs.

4. To manage any incoming queries from professionals/parents regarding referrals that have been accepted/declined.

5. To have a good knowledge of GDPR.

6. To keep excellent service user records, and ensure information is maintained and up to date at all times.

7. To be able to participate and contribute in planning and strategy meetings.

8. To ensure you have an understanding (appropriate to your role) of, and comply with Family Action's procedures for promoting and safeguarding the welfare of children and vulnerable adults.

9. To comply with Family Action's Diversity & Equality Policy and our Ethical Policy in every aspect of your work and positively promote the principles of these policies amongst colleagues, service users and other members of the community.

10. To comply with Family Action's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety and welfare.

11. To be able to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by:
    a) Being people focused
    b) Reflecting a 'can do' approach
    c) Striving for excellence in everything we do
    d) Having mutual respect for everyone we work with, work for and support through our services.

12. To undertake training according to the needs of the service.

13. To work flexibly including evenings and weekends as may be required by the needs of the service and to carry out any other reasonable duties.

Person Specification

1. An NVQ Level 3 in social care or other relevant qualification is required.

2. Experience of working with children with additional needs and their families.

3. Experience of working with and supporting families whose children have behaviours indicative of or diagnosis of ADHD/ASD.

4. Experience of working with families from a wide range of backgrounds and with a wide variety of needs.

5. Must demonstrate a knowledge of ADHD and ASD and the existing services in place to manage and support families affected by the condition within Nottinghamshire.

6. Must demonstrate a commitment to working in partnership with and empowering service users.

7. Have experience and skills in undertaking holistic family assessments and risk assessments.

8. An understanding of the barriers and challenges parents may face when trying to support the needs of their child with additional needs.

9. An awareness of positive behaviour management strategies for children with additional needs.

10. Must demonstrate a sound knowledge of safeguarding procedures.

11. An understanding and professional manner.

12. Experience of multi-agency working.

13. An understanding of the impact of discrimination on the lives of those from minority ethnic communities and others that experience social exclusion, and an ability to work with people from diverse backgrounds.

14. Good verbal communication, skills with an ability to communicate effectively with a diverse audience. And the ability to keep good written records.

15. Good IT skills to be utilised for recording purposes and preparing reports plus use of email.

16. An ability to work flexibly, independently and as part of a team within a framework of policies and procedures to meet the needs of the service.

17. A willingness to receive and engage in training, advice and constructive feedback in regular supervision and appraisals.

18. To be able to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by:
    a) Being people focused
    b) Reflecting a 'can do' approach
    c) Striving for excellence in everything we do
    d) Having mutual respect for everyone we work with, work for and support through our services