

ROLE DESCRIPTION

Safe Families for Children (Safe Families) is an award winning Christian charity with the aim of reducing the number of children entering the care system. Working with a large volunteer base Safe Families assists families in crisis by offering respite care to children and befriending to struggling parents and carers.

Title:	Referrals & Admin Coordinator		
Location:	Edinburgh and the Lothians	Hours:	24 hrs per week (maternity cover)
Reports to:	Senior Family Support Manager	Pay:	£18k - £22k pro rata <i>(depending 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 referrals from a range of agencies. Being the point-person for incoming phone calls and emails from agencies working with at-risk families, such as social workers; and also dealing directly with parents in crisis.
2. Information gathering and screening. Following up referrals and screening them according to pre-determined risk thresholds, mainly by telephone. Being friendly but discerning, obtaining relevant facts and information and building up a picture of the crisis situation. Screening out inappropriate placements at an early stage. Liaising with other agencies who may hold relevant information pertinent to the case. Listening carefully, asking relevant questions, and adding new info to the case file.
3. Assisting with initial risk assessment and decision-making. Briefing the relevant Family Support Manager on the case and giving them what they need to make follow-up investigations (such as a home visit) if necessary. Final decision on whether a case will be accepted resides with the Family Support Manager.
4. Posting support requests. Using the database system to create support requests for emailing / texting to volunteers who fulfil the need profile. Following up by telephone if necessary.
5. Organising introductions. Once a volunteer accepts the assignment making the arrangements for a Family Coach to supervise the support, and arranging the first introduction between those providing the support and the family receiving the help.
6. General Office Admin. Keeping up to date with all office admin duties, including document preparation, organising and maintaining a smooth functioning filing system and preparing and posting all office mail.

7. Promoting Christian values and ethos. Successful candidates will be the first point of contact for most people contacting Safe Families and it is critical that they are able to articulate and model the Christian ethos of the charity.
8. Other commitments. Attending staff meetings and training events. Engaging with ongoing professional development opportunities. Supporting fundraising efforts for the work of the charity.

Required qualifications, knowledge, skills and experience:

-  Experience of working within children and families sector and alert to issues of safeguarding and child protection
-  Excellent telephone manner conveying both compassion with struggling parents and credibility with referring agencies
-  Experience of working with volunteers
-  Well organised and able to prioritise effectively and manage time efficiently
-  Good IT skills inc. prior use of databases
-  Discreet in dealing with confidential / sensitive information
-  Ability to work both alone and as part of a team
-  Ability to work to deadlines and under pressure
-  Committed Christian with a desire to put their faith into action

Desirable knowledge and skills:

-  A hard-working team player with a friendly, can-do attitude
-  Professional attitude and appearance

Further notes:

Safeguarding:

Completion of the recruitment process would involve the candidate being screened through an Enhanced PVG check.

Occupational Requirement (OR):

This post has been identified as having an “occupational requirement” under Schedule 9, Part I, 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.
