

The Thames Valley Partnership trading as



JOB DESCRIPTION

Referral Administrator

Part-Time 18.5 hrs (0.5 FTE) per week

Salary 23,000 (FTE) per annum

Location: Aston Sandford, Aylesbury

Thames Valley Partnership trading as Hope After Harm is an established registered charity of over 30 years operating a range of support services for those affected by crime, across the three Thames Valley counties of Berkshire, Buckinghamshire and Oxfordshire, and beyond. We currently have a vacancy for a **Referral Administrator**, based at the Partnership offices in Aston Sandford, near Aylesbury, HP17 8JB. The post will cover two of our current mentoring programmes: New Leaf: Adults which offers support to male offenders on release from Prison, as they resettle back into the community and New Leaf: Young People which supports vulnerable young people.

Postholder Reports to: The Programme Manager

The Role: This is an administrative-based role, responsible for providing a comprehensive, confidential and professional support service and acting as the single point of contact for incoming referrals from external agencies including the National Probation Service, Police, Social Services, Schools as well as self-referrals. This role is also the key liaison point between the Programme Manager, team members, partner agencies and volunteers. The lynchpin of the team, you will be responsible for overseeing and monitoring the case management system, ensuring prompt and efficient transfer of information, keeping good lines of communication open and ensuring the efficient working and throughput of cases. You will be handling sensitive and personal information on the clients we support, therefore ensuring confidentiality and security of information at all times is paramount.

This is a rewarding and interesting role where you will be required to work closely with Probation Officers, Schools, Police and other partners. You will be working within a collaborative, supportive and friendly team in comfortable offices in Aston Sandford, Aylesbury, Buckinghamshire.

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Responsibilities & Key Tasks:

- Act as the Single Point of Contact for all referrals
- Manage the referral intake process – to receive referrals, record & allocate cases, monitor and report back to the Programme Manager on cases undertaken and track progress.
- Ensure service users are contacted within expected timeframes
- Request paperwork and progress chasing action and updates appropriately
- Maintain the referral database producing performance management reports for evaluation at the request of the Programme Manager
- Work closely in partnership with delivery partners to coordinate processes and activity and maintain productive working relationships
- Liaise with internal team members for timely cross-referral to other Partnership support programmes or onward referral to external services if needed
- Undertake a wider coordinating and support function to include meeting organising /attending minute taking, general assistance during presentations, call screening, dealing with enquiries and requests, handling incoming emails and post (often corresponding on behalf of the Service Manager)
- Research and data collating as requested and presenting findings
- Production of documents, briefing papers, training materials, reports and presentations as well as other general administrative/secretarial support where required
- Assist in coordinating the programme's financial requirements (such as ensuring staff expenses are sent in on time, and helping with accounts and budgets as instructed by the Programme Manager)
- Provide information, logistical and procedural support to a pool of volunteers
- Support the development of infrastructure and systems
- Carry out any other reasonable tasks as required

Personal Specification

Skills, Knowledge and Abilities

Essential

- Excellent verbal and written communication skills with an ability to liaise with staff, colleagues, volunteers and service users, across agencies and at all levels.

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- Confidence in dealing sensitively with a wide range of people on the telephone
- Sound organisational skills & demonstrable experience in a coordinating/administrative role
- Excellent Computer Literacy/IT skills (MS Office, Excel, PowerPoint) and understanding of case management systems
- Ability to work as part of a team and to liaise efficiently and professionally with staff from other agencies
- Ability to collect and share information effectively
- Able to handle and manage confidential data, maintaining up-to-date records/client contacts in line with data protection guidelines
- Ability to work under pressure and to tight deadlines
- Flexible approach to duties and able to use initiative and work unsupervised

- Driving Licence, with own transport, and flexibility to travel occasionally to other locations within the Thames Valley
- Able to attend meetings away from the office base and occasionally in the evenings

Desirable

- Experience of data management
- Experience of Charity work

Personal Characteristics

Essential

- Flexible thinker with a concern to promote positive change and innovation in service delivery
- An ability to demonstrate commitment to anti-discriminatory practice
- A people-centred approach
- Commitment to Continuous Professional Development and Learning

Benefits

- 25 days annual holiday plus bank Holidays (FTE)
- Pension fund
- Sick leave
- Group Life Insurance
- Employee Assistance Programme (EAP)

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Other

- Required to travel within the Thames Valley on occasions
- Be free from any medical condition which would prevent you from doing the job
- Be free from any criminal conviction which would conflict with the responsibilities of the post.

Thames Valley Partnership is an equal opportunities employer; the aim of our policy is to ensure no job applicant, employee or worker is discriminated against either directly or indirectly on the grounds of race, colour, ethnic or national origin, religious belief, sex, marital status, sexual orientation, gender reassignment, age or disability. We do not disbar applicants with criminal convictions and are mindful of the requirements of the Rehabilitation of Offenders Act, 1974.