

## Referrals Manager – Adults Job Description

**Job Title:** REFERRALS MANAGER - ADULTS

**Responsible to:** Director of Partnerships and Developments

**Accountable to:** Head of Adult Business Development

### **Key Responsibilities**

To provide effective oversight of all referrals for the provision of adult services throughout the business, report to the Head of Adult Business Development on progress and outcomes and provide effective management and support in respect of these to operational teams. To undertake this work in line with company stated values, policies and the agreed processes.

### **Personal Qualities**

We are seeking an experienced person who is able to organise and manage their workload effectively whilst not being afraid to seek help and support when required. The successful candidate will be able to demonstrate both a commitment to the role and the individuals coming into our services as well as a keen desire to ensure people are being offered the best possible opportunities. A key expectation is that the post holder will possess excellent verbal communication skills and demonstrate a high degree of honesty and integrity.

### **Duties**

- 1 Effectively manage and oversee progress of the adult referral process, including school leaver/potential internal transfers coming into adult services for both residential and supported living placements, across the business.
- 2 Work together with social care and education colleagues in the management of referrals to the post-19 college provision and effectively identify where joint services can be offered.
- 3 Work together with social care colleagues in the management of referrals to our adult residential care and supported living services and identify where a service can be offered.
- 4 Maintain accurate and up-to-date records relating to referrals coming into the business as required in line with the agreed process for reporting up.
- 5 Share accurate and up-to-date information in respect of school leaver/internal transfers and external referrals, in line with the agreed process with the relevant departments and appropriate Managers/Directors.

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**Policy Document No: Per 1.1.1**

- 6 Maintain an accurate and up-to-date overview of all internal leaver/potential transfer reviews and report effectively on this to assist the forecasting process.
- 7 Maintain an overview of the ongoing completion of assessments and submit reports to the Head of Adult Business Development for review and agreement to offer.
- 8 Maintain an accurate and up-to-date overview on current vacancies across the business to ensure effective admissions are achieved.
- 9 Provide regular review of assessment process implementing lessons learnt.
- 10 Liaise with teams undertaking the assessment process and help to organise additional support and assistance required at the point of assessment, for example, access to clinical services input.
- 11 Support the operational and commissioning teams by managing any requested visits to services and ensure that, where services are currently under development, the Head of Adult Business Development is kept informed of progress.
- 12 Support the operational and commissioning teams with the transition planning processes and submit operationally agreed transition plans to the Head of Adult Business Development for appropriate costing and submission.
- 13 Provide appropriate support to all teams involved in the referral and assessment of any individual to follow and complete the current agreed processes.
- 14 Maintain an understanding of Company policy and values, including an overview of regulatory requirements relating to the admission process and ensure these are adhered to and evidenced accordingly throughout the referral and assessment process. This includes individual rights of adults and the law relating to consent.
- 15 Develop and maintain effective professional relationships with stakeholders and target commissioning teams in the interest of business development.
- 16 Maintain the referral and assessment process in the absence of the Head of Adult Business Development working alongside both the contract and finance teams as required.

**Other**

Identify personal training needs and attend appropriate training to develop relevant knowledge, techniques and skills.

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**Policy Document No: Per 1.1.1**

Adhere to the Employee Code of Conduct and all Company policies and procedures; particularly those policies relating to Health & Safety and wellbeing of people we support.

Carry out any other duties as assigned by management.

**Health & Safety**

In carrying out the tasks in this job description you have a duty (under Health & Safety legislation) to take reasonable care for the health and safety of yourself and that of others. This implies taking positive steps to understand the hazards in the workplace and to evaluate and take action to reduce the risks. It is expected that you will comply with safety rules and procedures and ensure that nothing you do, or fail to do, puts yourself or others at risk.

**This organisation is committed to the protection and safeguarding of children and adults at risk, and promoting their welfare. Hesley Group, therefore, expects all staff and volunteers to share this commitment.**

Prepared by Human Resources Dept. .... Date: 16 February 2021

Jobholder ..... Signed ..... Date:.....

Manager ..... Signed ..... Date: .....