

Referrals Manager – Adults
Person Specification

Job Title: REFERRALS MANAGER - ADULTS

Job Vacancy No:

Knowledge

Essential **Desirable**

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|--|---|---|
| 1 Understanding of associated needs relating to the individuals requiring our services – Autism, learning disabilities and other complex needs. | ✓ | |
| 2 Understanding and general awareness of referral processes. | ✓ | |
| 3 Understanding of regulatory requirements surrounding referral processes within the adult care sector. | | ✓ |

Skills and Abilities

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|--|---|---|
| 1 Confidence in talking to people outside of the business and have an ability to inspire confidence in our services and what we are offering. | ✓ | |
| 2 Must be confident in written work and report writing and also have the ability to support others to achieve the same results. | ✓ | |
| 3 Have the skills and organisational qualities that enables you to meet deadlines and targets set and recognise where these need adjustment. | ✓ | |
| 4 Ability to use Excel effectively. | | ✓ |
| 5 Have and display confidence in own decision making. | | ✓ |
| 6 Have a full driving licence. | ✓ | |
| 7 Be able to work flexibly to meet the needs of the individuals referred to our services. | ✓ | |
| 8 Be able to work from and away from home where required. | ✓ | |

Qualifications

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| 1 Diploma level 5 Health & Social Care or equivalent. | ✓ | |
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Experience

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| 1 At least 2 years' experience working on or as part of a referrals team. | ✓ | |
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<u>Experience continued</u>	<u>Essential</u>	<u>Desirable</u>
2 2 years' experience in the adult social care sector working with individuals with complex learning disabilities.		✓
3 Social care background.	✓	
4 Experience in successfully working across departments within the same organisation to achieve positive outcomes for people receiving support.	✓	
5 Experience working alongside admission targets.		✓
6 Reporting line to Directors.		✓

Person Specification prepared by HR Department

Date: 16 February 2021