

JOB DESCRIPTION

Referrals Coordinator

Reporting to:	Business Development Manager
Salary:	£32,224 - £35,277 per annum (TCES Salary Band 5)
Location:	TCES Central Services, Wimbledon
Contract and hours:	Permanent, Full-Time (35 hours per week)

Job Purpose

The Referrals Coordinator is an essential team member in the all-important relationship management and referrals function of TCES. The Coordinator works with other members of the Business Development and Commercial team to record and process all things relating to referrals – running an efficient referrals process, converting referrals and maximising opportunities across the organisation.

The role is heavily external facing and provides exceptional customer service to our service users, their families, parents/carers and the Local Authority (LA) key stakeholders and commissioners.

Main duties and responsibilities

Referrals & Stakeholder Management

Building and maintaining positive working relationships and robust communication channels with key external stakeholders in LAs, clinical commissioning groups (CCGs) and other organisations.

Collaborate with the wider team to drive referral generation and conversion, ensuring that timelines and deadlines are kept to for all TCES staff involved in the process.

Coordinate referrals specific meetings with key senior TCES staff of each school/service, supporting them to meet occupancy targets, manage referrals' pipelines, coordinate assessments and onboarding of pupils in a timely manner.

Ensure thorough initial paperwork is provided to assessment professionals to determine planning for appropriate assessments, service and location best fit for the referred pupils based on each service's offer and ability to meet needs.

Fielding queries from all stakeholders throughout the referrals process, from very initial enquiry to a pupil's first week integrating into TCES.

Provide advice and guidance to stakeholders on TCES provision of holistic services and interventions, including therapeutic, academic and online schooling.

Hold confidentiality of service users' information and data, providing expert knowledge and guidance on how TCES can potentially meet needs with further assessment required by qualified staff.

Link the referrals process between external stakeholders and internal senior staff, managing expectations, timelines and potential differing interests.

Discuss and acknowledge external challenges and barriers which may impact external stakeholders to fund and refer pupils, providing information on potential solutions.

Signpost all stakeholders to the right level of appropriate support in understanding TCES and the referrals process, especially supporting steps for them to secure a place for their child.

Facilitate and coordinate other internal stakeholders to ensure a steady pipeline of referrals across all TCES services.

Hold shared responsibility for the running of the referrals management system both at local and central levels for TCES and ensuring with other members of the team integrity of data and records of stakeholder communication.

Manage, monitor and report on referrals, including producing weekly referrals data and referrals lists for each school/service ahead of referrals meetings.

Monitor alongside the Placements and Contracts Coordinator and Business Development Manager the organisation's status regarding actual referrals, targets, budgets and occupancy in real time.

Liaise with funders regarding fees and draw up formal offers, in line with TCES protocols.

Coordinate site visits to ensure appropriate availability between service staff and parents.

Keep an open and creative mind about needs and gaps in discussions with Local Authorities to help inform future service development within the group.

Provide cover for colleagues within the Business Development Team during holidays and sickness.

Since job descriptions cannot be exhaustive, the post-holder may be required to undertake other duties which are broadly in line with above key responsibilities.

The post-holder is expected to observe and comply with all TCES policies and regulations, for example Code of Conduct, Safeguarding, Keeping Children Safe in Education, Health and Safety, TCES Values, Equality and Diversity etc.

PERSON SPECIFICATION

Education and qualifications

Five GCSEs at Grade C/Level 4 and above (or equivalent) including English and Maths.

Evidence of personal development to maintain skills.

Post-16 qualification or equivalent experience.

Knowledge and experience

Understanding of Local Authority and/or Health Commissioning arena and funding processes in Children's and/or Adult Services.

Experience of Customer Service environment.

Knowledge of public funding streams e.g. how education, health or social care funding works.

Held responsibility for processing referrals and developing good working relationships with external stakeholders, including local authorities/clients/parents.

Experience of working in children's SEND or adult disability services (D).

A good understanding of relevant legislation: SEND Code of Practice relating to specialist education provision i.e. how the EHC plan system works (D).

Skills and ability

Exceptional customer service skills.

Skilled communicator – verbal and written, with effective interpersonal and listening skills.

Highly organised approach, strong administrative experience and aptitude for working through processes with excellent attention to detail.

Able to work on own initiative and as a team player.

Experience of working collaboratively with internal and external stakeholders.

Solutions focussed.

Ability to work with senior colleagues, to support and encourage where needed

Discretion and confidentiality.

Skilled in use and application of Microsoft Office and computer database programmes and willing to learn new programmes that are needed for your role (MIS).

Other

Commitment to safeguarding and promoting the welfare of children and young people. Safeguarding is the responsibility of us all.

Able to promote and celebrate diversity and equal opportunities.

Commitment to and demonstration of TCES Values.

September 2023