



VFSS - Referral Coordinator

Salary £21,932 per annum

Full Time, 37.5 hours a week

Job Description

Thames Valley Partnership is an established registered charity of 29 years' operating a range of support programmes across the three Thames Valley counties of Berkshire, Buckinghamshire and Oxfordshire. The Victims First Specialist Service (VFSS) is one of these services, offering support to victims of serious crime such as sexual violence, modern day slavery and exploitation. The programme works closely with the Victims First Hub (operated by the Office of the Police and Crime Commissioner for Thames Valley) as this is the main route for victim referrals into the VFSS service.

Role Title: Victims' First Specialist Support Service – **Referral Coordinator**

Postholder Reports to: Service Manager

Role: This is an administrative based role which has a key co-ordination, first response referral function for the VFSS Programme. The Referral Coordinator receives all contacts from referrers and victims themselves, then refers on within short timescales to other members of the team and to other specialist services, ensuring clients are kept updated with the process of their referral. They could be the first person a victim speaks to so it is vital you are able to engage them empathetically and respond appropriately to any immediate needs. Relevant training will be provided for this role. They are also responsible for overseeing and monitoring the case management system, including the regular production of performance reports relating to the service performance indicators. The lynchpin of the team, this role will ensure the efficient working and throughput of cases to ensure Victims receive an effective and timely service. The role is based at the Partnership's office in Aston Sandford, Buckinghamshire HP17 8JB, Applicants must have access to a vehicle.

Key Tasks:

- To accept referrals from the Victims Hub (and other sources including self-referrals) developing close working relationships to ensure prompt exchange of information
- To ensure meaningful contact is made with Clients within 48 hours.
- To refer onto VFSS Area Managers covering the geographical area the client lives in.
- To manage the referral data base, make initial decisions on prioritisation (in consultation with Manager if necessary) log data received and action taken.

- To maintain regular and timely contact with the Service Manager for monitoring and reporting on time frame targets and attempts to contact.
- To oversee the Case Management System and produce Performance Management Reports at the request of the Service Manager.
- To manage the flow of referrals, informing Manager of peak pressures.
- To provide back up when VFSS Caseworkers lack the capacity to respond within expected timeframe.
- To oversee volunteers who will be recruited to support this role and admin processes
- To develop a Victims' Directory of Services and ensure timely onward referral to specialist and other services

Personal Specification

Skills, Knowledge and Abilities

Essential

- Excellent verbal and written communication skills – and confidence in dealing with a wide-range of people on the telephone
- Strong administrative and organizational skills
- A wide knowledge of Victims' Services
- Ability to collect and share information effectively
- Ability to work effectively as part of a team
- Wide knowledge of social media and office/administrative IT systems.
- Excellent IT skills and understanding of case management systems
- Ability to handle and manage data
- Ability to keep regular and up to date records/client contacts when working under pressure
- Skills and knowledge necessary to work effectively with staff from other agencies.

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-centered approach
- Commitment to Continuous Professional Development and Learning

Other

- Required to travel within and outside of 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
- Be able to deal with all information on a confidential basis.

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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