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**FOYLE WOMEN’S AID**

**JOB DESCRIPTION**

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| **POSITION:** | **Referrals & Intake Coordinator** |
| **LOCATION:** | Foyle Trust area, Strabane and Limavady Council area |
| **RESPONSIBLE TO:** | Senior Support Services Manager |
| **SALARY** | £20,092 per annum |
| **HOURS OF WORK:** | 35 hours per week, Monday to Friday, 9am – 5pm  Time-off-in-lieu (TOIL) is available for additional hours worked when approved in advance.  Travel: Working on more than one site is required. |

*Self-help is important in the philosophy of Women’s Aid. The worker will promote the principles of self-help, particularly in residential work, by contributing to an environment which encourages women to support each other and allows learning through sharing experiences.*

The Referrals & Intake Coordinator serves as the initial representative and point of contact for clients seeking services. The post-holder is responsible for coordinating and recording incoming referrals for residential, community support, criminal justice and court support. The allocation of duties within the post will be interchangeable as required to meet business needs.

The qualified candidate is required to have a dedication to working with this target population and have excellent customer service skills. The post-holder will ensure that clients are assisted in completing all necessary documents and understand the contents of those documents before signing. The post-holder will also make certain that clients understand all the available services.

The post-holder will be based within Foyle Women’s Aid/Foyle Family Justice Centre and will be required to work within the geographical areas as required to fulfil the demands of the post.

**KEY RESPONSIBILITIES**

**1). Referral Services:**

1. To act as the central point of contact for either Referral or Court Services.
2. To prepare information to support the allocation of referrals. To set up and maintain an effective record-keeping system to ensure the capture and tracking of referrals and allocation of cases to Support Workers as required to meet the needs of our clients within the community and residential settings.
3. To monitor client waiting time.
4. To identify and report potential conflicts of interest.
5. To be the first point of contact for clients phoning in to make self-referrals or

seeking information about FWA services.

1. To liaise directly with FWA Navigators and Support Workers.
2. To keep a record of evaluations and highlight when they are due from staff.
3. To set up and maintain a calendar for support meetings, and to minute meetings and any other relevant meetings/events.

**2). Intake Process:**

1. To begin the intake process with clients by taking basic details, reason for referral and explaining consent and confidentiality.
2. To review and ensure that all documents are in compliance with the requirements of the programme.
3. To generate required forms, reports and any other documents used in the intake process.
4. To respond in a timely fashion to enquiries and requests from the Senior Support Services Manager and Partner agencies.

**3). Court Services:**

1. To keep and prepare the Court Support diary, collecting the outcomes and

documenting on OASIS.

1. To liaise with the ASSIST Workers to ensure that their clients are given the

appropriate support, depending on need.

1. To ensure that clients have information and facilities, as needed.

**4). Effective Support Planning:**

1. To coordinate evaluation systems, documentation and reporting. To take minutes of Support Meetings and others as required.
2. To inform and liaise with the Senior Support Services Manager on a daily basis.
3. To ensure Support Workers/Accommodation Support Assistants provide timely notification when women and children leave the residential accommodation, so that systems are updated accordingly, working closely with the Outreach Team.

**5). OASIS System:**

1. To keep the OASIS support function database up to date by liaising with OASIS for any upgrades and implementing them.
2. To report any issues to OASIS and communicate these to the Support staff as appropriate.
3. To make sure all new staff are assigned log-ins and get trained to use the system.
4. To audit the client files every quarter to check for duplicate files and remove them.
5. To liaise with the Senior Support Services Manager with regard to any database or reporting changes, how long to keep client files and the removal of files if appropriate.
6. To provide monthly returns, reports and statistics.
7. To keep the user manuals up to date.

**6). Information and Monitoring:**

1. To ensure that you and the project adhere to Foyle Women’s Aid policies and procedures.
2. To provide verbal and written reports as requested and prepare returns to funders on time.
3. To prepare for and regularly attend meetings, as required.
4. To adhere to the monitoring and evaluation systems, and work in collaboration with others to collate information as required.
5. To attend meetings as required and ensure good communication is maintained with the Senior Support Services Manager and liaise with others to ensure the smooth running of the project.

**7). Quality Service:**

1. To maintain the delivery of a quality service.
2. To prepare information for returns required by funders and partners, when requested by the Senior Support Services Manager and others.

**8). Public Relations:**

1. To ensure that good public relations are maintained between your project and

relevant statutory agencies to ensure good public relations for FWA.

1. To participate in external training programmes, where appropriate, to promote the work of Foyle Women’s Aid in the field of domestic violence.
2. To assist with the coordination of social media to keep staff, clients and public up to date with our activities, services and fundraising.
3. Ensure that your conduct contributes to maintaining good public relations between FWA and other agencies/stakeholders.

**9). Supervision and Training:**

1. To be aware of your own training needs and attend relevant training courses in consultation with your Line Manager.
2. To prepare for and positively contribute to your own PDR meetings and attend regular supervision sessions as required.
3. Prepare for and regularly attend team meetings and other local meetings as and when required.

**10). Confidentiality/Data Protection:**

1. To adhere to policies and procedures in relation to the confidentiality of all information received as a result of the post-holder’s duties, ensuring the safekeeping and retention of documents in line with the Confidentiality and Data Protection Policies.
2. Adhere to the FWA Confidentiality and Data Protection Policies and Procedures at all times, with a client-centred approach.

**11). Health and Safety:**

1. Ensure that Health and Safety regulations are adhered to in accordance with the organisational Health and Safety Policies.
2. Contribute to a positive working environment.

**12). Any Other Tasks**

1. To undertake such other reasonable duties as may be required.

*The job description is intended to indicate the broad range of responsibilities and requirements of the post and is neither exhaustive nor prescriptive. The post-holder is therefore expected to undertake any other duties as may be reasonably required.*