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**Job Specification**

**Referrals & Intake Coordinator**

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| **SKILLS AND EXPERIENCE** | | |
| **Criteria** | **Essential** | **Desirable** |
| Education & Qualifications | * Possess a third-level qualification | * Possess a third-level degree in a related relevant discipline |
| Experience | * Minimum of 3 years’ strong administrative experience * Experience of working with vulnerable people * Experience of coordinating social media | * Experience of working within domestic violence services * Experience of collating statistical information and reports * Experience of using triage systems |
| Knowledge/Skills | * Awareness of vulnerable families and a good understanding of the issues they encounter * High level of attention to detail * Excellent communication skills – interpersonal, verbal and written * Active listening skills * Organised, efficient and detail-orientated * Competence in the use of Microsoft Office | * Knowledge of current legislation when working with vulnerable people or domestic violence |
| Personal Attributes | * Empathy and understanding * Capacity to handle pressure and deal with people in crisis * Work flexibly as part of a team |  |
| Other Requirements | * Full driving license and use of car for business purposes * You will be subject to a satisfactory Enhanced Access NI Check. * You will be required to work a shift pattern, including evenings and weekends |  |
| Experience | Demonstrate experience in the following:   * At least 2 years’ relevant practical crèche experience of working with children | * Qualification in safeguarding children * Qualification in Child Protection * A Qualification in First Aid |
| Knowledge and Skills | * An awareness of Domestic Violence and a good understanding of the issues children living in Domestic Violence situations will encounter * Competence in use of Microsoft Office |  |