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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
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| 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
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| 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
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| Personal Attributes | * Empathy and understanding
* Capacity to handle pressure and deal with people in crisis
* Work flexibly as part of a team
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| 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
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| 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
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| Knowledge and Skills | * An awareness of Domestic Violence and a good understanding of the issues children living in Domestic Violence situations will encounter
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* Competence in use of Microsoft Office
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