



Role Profile

Job Title:	Referrals Coordinator
Grade:	4
Salary:	FTE £24597.04 / Pro Rata £12,298.52
Hours:	17.5 hours (9.00–12.30 or 9.30–1pm Monday to Friday)
Contract Type:	Permanent
Responsible to:	Single Point of Access Manager
Responsible for:	No designated reports
<div style="display: flex; justify-content: space-between; padding: 0;"> <div style="width: 25%; background-color: #f4a460; padding: 2px;">Committed</div> <div style="width: 25%; background-color: #90d974; padding: 2px;">Connected</div> <div style="width: 25%; background-color: #4dd0e1; padding: 2px;">Collaborative</div> <div style="width: 25%; background-color: #e91e63; padding: 2px;">Compassionate</div> </div>	

Background:

Oasis is a passionate and ambitious organisation committed to tackling the causes and consequences of domestic abuse on families. We are known in Kent & Medway for our dedicated, independent services that have been supporting the cause with a local focus for many years.

We offer a range of services across Kent & Medway to women, children and men. We take a whole family approach to the issue of domestic abuse and we have developed guiding principles that shape the way we work. Our vision, mission and values define our approach, focus our work and help us achieve our objectives. Our competency framework assists us in working to the best of our ability.

Working with the mission of the organisation:

Changing the causes and consequences of violence and abuse in families and communities is the fundamental purpose of the organisation. Our teams have developed a range of services and approaches which allow them to work with adults and young people who will benefit from more knowledge, enhanced protective factors and better communication skills. Their needs are not always issue specific and we ask our team to be person-centred, trauma-informed and have a wide range of skills and knowledge and be able to work effectively as part of the internal and external systems.

Purpose of the role:

To work as part of the Single Point of Access Team, to ensure that all incoming communications via phone, email, and message are managed appropriately while adhering to prescribed timelines.

To deliver the current domestic violence and abuse Helpline service, providing support and information to anyone affected by domestic abuse, providing information and advice to partner agencies, and triage incoming referrals, ensuring that they are allocated to the appropriate department based on risk, need, and circumstance.

To respond realistically to partner agencies providing information and advice on Oasis and ensuring that queries are passed on appropriately and with time sensitivity. Ensuring that practice is efficient and within appropriate standards for the operation of a charity.

Key responsibilities:

Helpline

1. Deliver the Helpline service as part of the single point of access, providing direct support and information to anyone affected by domestic abuse.
2. Offer advice and onward referral details to those working with those affected by domestic abuse
3. Ensure that service users and relevant statutory and voluntary agencies receive an effective and appropriate response, including support via telephone, email, and text.
4. Ensure that systems for recording and monitoring all contacts are accurately maintained and inform the development of these systems.
5. Triage callers, to understand their risk and needs. Complete all necessary internal and external referrals, signposting, and providing initial safety planning to all clients.
6. Record and input accurate information onto the database system of contact with service users.
7. Contribute to the running of an accessible pathway into Oasis services.
8. Represent Oasis in line with our Code of Conduct.

Admin

9. To ensure that all incoming emails and messages are appropriately responded to, recorded, and allocated to the appropriate team.
10. To support the teams through accurate and comprehensive recording of information on databases and in messages.
11. To liaise with Team Leaders regarding the appropriate and swift allocation of referrals.
12. To maintain and support the development of an information service to statutory and voluntary agencies.
13. To assist in developing an information bank relevant to the needs of the service.
14. To maintain accurate recording systems to enable monitoring and evaluation of the project.
15. To share information, where required, on current bed space allocation across relevant networks.

Other

16. To engage in training internally to develop skills in using the organisation's theoretical models.
17. To work professionally with a wide range of professionals, forming helpful collaborative relationships.
18. To represent Oasis professionally and competently.
19. To work flexibly as a team member, living the organisation's values.
20. To communicate in a clear, concise and emotionally intelligent manner.
21. Operate within policy, legal, ethical and professional boundaries when working with service users.
22. To keep comprehensive, timely and objective records using the organisation's systems.
23. To work within key policies such as confidentiality, data protection and safeguarding practice.
24. To establish and maintain effective multi-agency links using sound communication skills.
25. To communicate appropriately and effectively with a wide range of stakeholders.
26. To work within a stressful environment with strong planning and organisational skills.
27. To work effectively as part of a team.
28. To participate in supervision and line management processes.
29. To take on other reasonable tasks as identified by the line or other manager.

Review arrangements:

The details contained in the role specification reflect the content of the job at the date the document was prepared. It should be remembered, however, that it is inevitable that over time the nature of individual jobs will change; existing duties may be lost and other duties may be gained without changing the general character of the duties or the level of responsibility entailed. Consequently, we will expect to revise this role specification from time to time and will consult with the post holder at the appropriate time.

Oasis Domestic Abuse Service is committed to safeguarding and promoting the welfare of children; applicants must be willing to undergo child protection screening appropriate to the post, including checks with past employers and the Disclosure and Barring Service.

Person Specification	Essential	Desirable
1. Experience		
Experience of working in a Third Sector organisation	Y	
Relevant experience of working in a client focussed advisory/support role		Y
Experience of developing communication methods for internal and external purposes	Y	
Experience of working with those who have experienced trauma and/or domestic abuse		Y
Experience of assessing risk, safety planning and signposting		Y
Experience of advocating for the rights of survivors to access safety and freedom alongside partner agencies		Y
Experience of building and maintaining networks and working with partner agencies and other stakeholders to develop and deliver services		Y
2. Knowledge & Qualifications		
Knowledge and understanding of the dynamics and impacts of domestic abuse, and the issues of adult and child safeguarding	Y	
Knowledge and understanding of issues of diversity in the provision of support		Y
Good understanding of the operation of the agencies working together to support those affected by domestic abuse		Y
3. Skills and abilities		
A self-starter able to manage own workload with minimal supervision	Y	
Able to work within and across teams in a pro-social manner	Y	
Excellent communication and interpersonal skills with a range of individuals, including referred clients, external and internal colleagues.	Y	
Ability to self-direct workload with excellent prioritising, organisational skills and a dynamic approach	Y	
A good understanding of the importance of confidentiality (adhering to GDPR), safe practice and health and safety procedures	Y	
Able to build support, commitment and respect from others through integrity, professionalism and expertise	Y	
Excellent IT skills across a range of software and platforms	Y	
Good project and time management skills and the ability to work effectively under pressure and to deadlines	Y	
A flexible, proactive approach and a good ability to prioritise competing workloads	Y	
4. Emotional intelligence		
Working with the values of compassion, connection, collaboration and commitment	Y	
Self Awareness: recognizing own emotions, strengths and limits, being self-confident	Y	
Self Regulation: having self-control, honesty, accountability, flexibility and being welcoming of new ideas.	Y	
Motivation: drive to achieve the best outcome, ability to align with the values and goals of the organization, opportunistic, persistent	Y	
Empathy: understanding others, developing others, client focus, cultivating diversity, able to read and work with group/ team dynamics.	Y	
Social skills: able to influence, convincing and adult communication, inspiring messages, able to drive change, nurturing of instrumental relationships, working together on shared goals and able to create group synergy.	Y	

