

Referrals Lead | Restore

Department:	Service Delivery and Development	Reports to:	Coaching and Referrals Coordinator
Employment term	Part Time 28 hours p/wk Days TBC	Salary:	Starting salary £24,794 per annum, £19,835 pro rata
Position based in	Manzil Way Oxford, Oxfordshire, UK	Benefits	Employee Assistance Programme, Pensions, 33 days holiday (pro rata) inclusive of bank holidays, 4 weeks optional unpaid sabbatical after five year's service and more.

Purpose of the role

The Referrals Lead is often the first point of contact for a prospective Restore member (service user) as well as health and social care professionals wishing to refer a client / patient into our services. As such this role is critical in ensuring a professional, expedient, knowledgeable and empathetic response to all enquiries, alongside ensuring accurate and adequate data capture and GDPR compliance.

The Referrals Lead will manage the process through which prospective new members are 1) referred, 2) assessed and 3) if appropriate, offered a placement in the Restore service pathway. They will also be responsible for managing sensitive and confidential data, and providing up to date and appropriate information to individuals seeking support about wider third sector service provision, choices, where to find help and advice about how to access it. The post holder will also establish positive and productive working relationships with staff teams across Restore, and in particular, work in close collaboration with recovery service and coaching teams.

Key responsibilities

Referrals

- Deal with and process all referral enquiries from the point of submission onwards
- Ensure all referral paperwork is complete and accurate
- Liaise with external agencies (over the phone and via email) to ensure that all referral applications have the appropriate information required to complete accurate assessments for prospective members and coachees
- Liaise with Recovery and Coaching staff to allocate referrals to the most appropriate Restore service/s
- Signpost to alternative provision where appropriate, including but not limited to other services within the Oxfordshire Mental Health Partnership (OMHP), and the Oxfordshire Recovery College

- Providing the relevant signposting information to clients who do not meet the eligibility criteria for Restore services
- Work with Restore Service Managers and the Director of Service Delivery and Development to ensure service level agreements that are fit for purpose and regularly reviewed

Assessments

- As part of a small team of assessors, conduct evidence-based assessments for new referrals
- Lead on arranging referral assessments and support other referral assessors with diary coordination and booking appropriate venues as and when required
- Coordinate monthly meetings for the 'assessor team' to share and talk through challenges, offer peer support, exchange effective practice and learning

Post service placement

- Follow up to ensure eligible clients have a successful start in services

Monitoring, reporting and managing databases

- Maintain an accurate referrals database: Input data accurately and in a timely manner into data management systems to record service user progress
- Ensure the accurate and secure capture of monitoring data for the production of internal and external reports for relevant stakeholders
- Producing periodic (monthly, quarterly and ad hoc) service reports for relevant stakeholders
- Identify reporting improvements by carrying out regular reviews
- Work with the Data and Impact Officer and Restore Service Managers to ensure all staff are aware of their data capturing responsibilities in relation to member and coachee information
- Support the Data and Impact Officer to identify themes and trends to inform Restore of any gaps in provision and emerging need, and support the delivery of annual service reviews
- Support the Data and Impact Officer to collate internal KPIs for reporting to Restore Board (Restore Trustees)
- Ensure regular auditing and cleansing of data on the database
- Be part of a small network of Lamplight (database) Champions, supporting colleagues across the organisation with database queries in relation to referrals

Partnership working

- Be the Referrals link person for other members of the OMHP attending multi agency meetings as and when appropriate

Development projects

- Lead on the development of a new internal 'assessor peer working group', organising monthly meetings and collating meeting agendas

- Undertake other project based tasks aimed at ensuring the referrals and monitoring database is fit for purpose, intuitive and user friendly

Other Administrative Duties

- Being the first point of contact for all general telephone enquiries relating to referrals and signposting
- Support the design and implementation of any future impact assessment tools

Line Management

- Support and monitor referrals data input volunteers including conducting supervision and managing performance issues when necessary
- Support training needs analysis to ensure cross organisational competence in data management tools in relation to referrals and monitoring

Health and Safety

- To meet the requirements of all Health and Safety legislation and to be aware of potential hazards and safety procedures.
- Working to ensure that Restore meets GDPR requirements regarding service user information

Other Responsibilities

- To work within the policies and procedures of Restore
- To participate in staff and group meetings where appropriate and attend other relevant meetings
- To participate in regular supervision with your line manager
- To attend training courses and read materials that will contribute to personal and organisational development
- To liaise with other staff and outside agencies as appropriate
- To assist with the smooth running of the office, supporting and liaising with Support Services and Operations teams
- To work alongside and collaborate with other teams to support the effective and efficient running of Restore
- To visit other Restore service sites as and when required in line with the remit of this role
- To undertake any other duties as may be required by Restore in line with the remit of this post

Person Specification

Essential

- Excellent interpersonal and communication skills including face to face and on the telephone
- Ability to listen, empathise and provide accurate information to people in distress
- Knowledge and understanding of mental health issues
- Ability to work effectively with other statutory and voluntary sector agencies and their employees
- Excellent IT Skills, including MS suite, particularly in the use of Excel and databases
- Excellent administrative skills, particularly in organisation, planning and prioritisation
- Experience of data inputting and the ability to keep up to date records
- Ability to manage a diverse workload and multiple priorities
- Ability to work autonomously within a multidisciplinary team

Education

- GCSE or equivalent in Maths and English 9 to 4 (A to C) or equivalent
- Awareness of GDPR

Desirable

- Experience of working in a mental health setting
- Ability to write reports based on analysis of data

Supplementary Information:

- This post is subject to a DBS Check.
A criminal record is not necessarily a bar to employment.
- This job description is likely to change over time, subject to discussion with the post holder, and in line with the expectation of funders and the strategy for the organisation agreed by the Chief Executive and Trustees.

Attitude and behaviours

Recovery

You understand mental health recovery as a journey defined by the individual, which focuses on achieving personal control and purposefulness through a process of pursuing aspirations and reclaiming a fulfilling role in their community and wider society.

Empowerment

You empower staff by consulting, listening, and taking action.

You take a person centred approach to line management, valuing and responding to different life experiences, knowledge, and working styles.

You are committed to enabling and empowering people in their mental health recovery journey to manage their own mental health and wellbeing, supporting them to realise their potential.

Support

You prioritise supervision, learning and development and coproduce objectives with each member of your team.

You are responsive when things go less well and are solution focussed.

You take a restorative approach to tackling problems.

You understand the value and importance of continuous professional development.

Hope

You have a positive attitude and motivate your team through your commitment to Restore's mission, enabling them to understand the valuable part they play in achieving our overarching aims.

Respect

You understand the challenges faced by those of us experiencing a mental health problem and are committed to challenging the stigma and discrimination that persists about mental health.

About Restore

Restore works in Oxfordshire with people who have severe and enduring mental health problems.

We are one of the longest-established, and most highly-regarded community rehabilitation services in the UK.

Founded in 1977, we are part of an award winning partnership of local mental health organisations (Oxfordshire Mental Health Partnership) with a commitment to helping people to recover, stay well and participate in the life of our communities.

We know that everyone has talents and abilities and believe that people with mental health problems have the right to work, the right to the support they need to gain employment and lead fulfilling lives.

We also believe that the stigma associated with mental health problems damages the whole community and in all we do, we work to challenge this discrimination.

Restore provides **Recovery Services** and **Coaching** and is also host to the **Oxfordshire Recovery College**. Restore service environments provide a continuum of therapeutic care in a setting which allows the time, space and community to develop a sense of purpose and achieve stability.

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Recovery services

Restore runs six recovery services in Oxfordshire (four in Oxford, one in Didcot, and one in Banbury), plus two sub-contracted sites (in West and South Oxfordshire).

Recovery groups provide members (service users) with the opportunity to work on their journey of recovery together through therapeutic activity such as gardening, woodwork, catering or art and craft based activities. At our Garden Cafe and Littlemore recovery groups, members participate in the running of an ethical cafe, learning skills in food hygiene, customer service, team working, and prioritising.

The positive outcomes of engagement in 'meaningful activities' includes improved medication compliance, lessened symptoms, and a reduction in relapse.

Every Restore member is supported by a key worker who helps them identify, monitor and realise their recovery goals.

Restore coaching

Restore coaches work both with an independent caseload of coaching referrals, and are embedded across our recovery services. Restore's coaching activities focus on supporting people to achieve paid work, start volunteering or return to education. Some coaches work within hospital or community settings.

Oxfordshire Recovery College (ORC)

Restore hosts the Oxfordshire Recovery College (ORC), which delivers courses direct to members of the public. The College follows an educational approach to recovery and co-production is embedded into the design and delivery of all ORC courses. Every course delivered engages experts by experience (EbE) tutors and tutors who are experts by training / profession, enabling us to draw on both professional expertise and lived experience in every course we deliver.

Training

Restore also offers **Mental Health First Aid** training and **Working With Mental Health** courses, the former aimed at both individuals and organisations and the latter specifically at the corporate sector.

Find out more at www.restore.org.uk