



JOB DESCRIPTION

JOB TITLE:	Referral Co-ordinator, Newham
TEAM & DEPARTMENT:	Impact & Engagement
SALARY:	£9,956 (£24,890 FTE)
HOURS:	14 hours per week (worked over minimum 3 days)
LAST UPDATED:	November 2024
RESPONSIBLE TO:	Perinatal Programme Manager

MAIN PURPOSE:

NCT is a charity committed to social justice and Equity and Diversity, believing inclusion is everyone's responsibility. We believe we all have a collective responsibility to demonstrate our commitment to celebrate diversity, challenge inequality and build an inclusive workforce and environment, so all our people can thrive, and we can best represent and meet the needs of the pregnant women, new parents, families and communities we serve.

This postholder is the first contact for referrals made into a perinatal programme supporting migrant marginalised women who experience many barriers to accessing maternity care. The role requires excellent communication and the ability to be sensitive, patient and non-judgemental. Responsible for managing an empathetic, integrated and person-centred experience for women referred for perinatal support.

Responsible for converting referrals into impactful support, keeping them informed by building rapport, sharing information about the project, providing resources and service details, maintaining ongoing effective communication as required, liaising with health professionals to ensure a joined-up approach to service user wellbeing. Keeping referrers and project website up to date with service provision, documenting referral procedures and assisting with the sourcing and coordination of baby bundles for clients.

This is a key post in supporting NCT's vision that everyone who becomes a parent feels confident, connected, and safe because we believe parents help build the foundations of the future. As a project aimed at promoting the health and wellbeing of women from low income, marginalised and migrant backgrounds around pregnancy, birth and early parenthood, we are committed to ensuring our workforce is representative and diverse. We especially welcome applications from migrant or Black, Asian and minority ethnic backgrounds and those with similar lived experience to our client group.

RESOURCES CONTROLLED

- Referral data

JUDGEMENT AND DECISION MAKING

- Good judgement and decision-making is required when assessing needs of clients and providing appropriate targeted advice and signposting.
- Good judgement will be required, in particular with regards to prioritising workload, assessing client suitability and eligibility for the project
- Good decision-making is required in relation to handling client/referrer queries.

LIAISON

- Liaising and communicating with people at all levels is essential. This includes parents, NCT staff and Health Professionals, and other stakeholders.
- A professional approach must be maintained at all times.

AUTHORITY/SUPERVISION RECEIVED:

- Clear objectives and targets will be set, but the post holder will be required to use their initiative and work unsupervised, in order to achieve these objectives.
- Regular Teams meetings will be held, and line manager support is available when required.

MAIN RESPONSIBILITIES & DUTIES:

- Contacting women referred into the perinatal programme, using interpreters as required, sharing information about the service, answering questions and inviting them to attend scheduled groups where further support is offered. Communicating with other team members for support as required.
- Liaising with local health professionals and referrers to maintain strong relationships and clear referral pathways, responding to referrals, keeping referrers up-to-date and ensuring they have a clear understanding of the programme and can make appropriate referrals.
- Ensure all referrals and actions are on Upshot (case management software), maintaining activity on the system by regularly inputting data and updating client notes.
- You must have excellent communication skills and be able to build relationships and create a rapport with a wide range of people easily, providing non-judgmental, sensitive communication with clients, using patience and active listening skills.
- You must be able to confidently prioritise your own work, be highly organised and able to work independently.
- Assisting with the sourcing and coordination of baby bundles for clients and adding to the equipment list
- Support the Perinatal Programme Manager with data entry and related administrative tasks, including the monitoring of the project email inbox and keeping the project website up to date
- Communicating within client WhatsApp groups, sharing resources and scheduled group details
- Assisting with the gathering of ongoing feedback for evaluation purposes
- Assisting with the setting up, running and packing down of scheduled group sessions as required
- Ensure all safeguarding concerns are escalated to the safeguarding lead in accordance with safeguarding policy and procedures
- Engage in continued professional development and training as necessary

Administration

- Maintain up to date client records in accordance with GDPR
- Monitoring the projects email inbox, communicating with team members as needed
- Managing the project website ensuring it is kept up to date
- Documenting the procedures for coordinating referrals
- Managing and updating of shared spreadsheets

Organisational responsibilities

- Support the promotion of the service locally
- Undergoing an enhanced DBS check and complete safeguarding training
- Any other duties as requested by the Perinatal Programme Manager

NCT VALUES:

- Welcoming - We are always welcoming, creating connections and building communities.
- Collaborative - We achieve better outcomes by working together.
- Inclusive - We ensure equity and inclusion are core to who we are and what we do.
- Bold - We are bold, brave, and progressive.
- Trusted - We provide trusted, high-quality, evidence-based information, support, and services.

SAFEGUARDING and HEALTH & SAFETY

The welfare and safety of individuals is at the heart of everything that we do. NCT is committed to safeguarding and promoting the welfare of children and adults and expects all staff to share this commitment.

DECLARATION

This job description is intended to be forward thinking and indicative rather than final and exhaustive. The listed responsibilities and key duties and tasks may develop and evolve over time and NCT reserves the right to update and/or remove certain elements. NCT endeavours to keep substantial changes to a minimum and to promptly update this job description to take account of such developments.

PERSON SPECIFICATION:

ESSENTIAL

- Experience of supporting and/or working within marginalised or vulnerable communities and understanding the challenges they face
- An ability to relate well to different people with different levels of authority and power.
- Experience of working with women from diverse cultural groups.
- Flexible and self-motivated, able to adapt to changing circumstances.
- Excellent organisational skills with the ability to manage time and prioritise effectively
- Excellent interpersonal and communication skills including experience of using active listening skills
- Very good IT and database skills including Word, Excel, Outlook and PowerPoint
- Very good written and oral communication skills and excellent attention to detail
- Excellent teamwork and support skills
- Knowledge of other service providers in Newham
- Familiarity with child and vulnerable adult protection and safeguarding issues

DESIRABLE

- Understanding and commitment to NCT's vision that everyone who becomes a parent feels confident, connected, and safe because we believe parents help build the foundations of the future.

- Clear understanding of effective perinatal mental health peer support
- Experience working with statutory bodies.
- Bilingual