



# Everyone deserves a safe place to call home.

Company Limited by Guarantee number 1741926  
Charity Number 287779  
Registered in England as Single Homeless Project



**Single  
Homeless  
Project**

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**Job title:** Senior Referral and Facilities Coordinator

**Delegated Authority:** Level 7

**Team:** Wandsworth Mental Health Supported  
Accommodation

**Responsible to:** Service Manager

**Responsible for:** Day concierge, night concierge staff

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## Job purpose



This role offers a blend of responsibilities across three distinct houses, each embedded in lush, green surroundings with expansive gardens, creating a serene environment for both residents and staff.

As the Referrals and Facilities Coordinator, you will have the invaluable opportunity to shape and design aspects of your role, bringing innovative thinking and personalised strategies to enhance our services. Your primary focus will be managing the referrals process for new residents and ensuring our facilities are maintained to high standards, promoting a safe and welcoming atmosphere.

This role involves a significant focus on the psychological and emotional well-being of our residents at every stage of their journey, from referral to move-on. You will work closely with a diverse and comprehensive team that reflects the diversity of our client group, ensuring a holistic and empathetic approach to care.

Supported by both the regional/service manager and the team manager, you will also have a pivotal role in overseeing the voids process and ensuring effective rent collection, contributing to the financial sustainability of the service. Additionally, you will provide leadership and direction to the concierge team, fostering their professional development and enhancing the overall work experience within our service.

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## Key accountabilities



### **1.0 Referrals:**

- 1.1 Source and process referrals for new residents through designated pathways, collaborating with external stakeholders
- 1.2 Support Key working staff in preparing onward referrals for current residents
- 1.3 Ensure the referral, assessment, and move in processes are psychologically informed, considering the emotional needs of residents at each stage.
- 1.4 Facilitate the preparation of residents for move-on, fostering a supportive and empowering environment.

### **2.0 Facilities:**

- 2.1 Oversee the voids process, working with the team manager to ensure timely and effective relet turnaround.
- 2.2 Collaborate with the voids team to meet organisational targets for void works and rent collection.
- 2.3 Maintain rooms to a reasonable standard, ensuring residents are supported in acquiring and using the skills necessary for a safe living space.
- 2.4 Implement strategies to prevent spaces from falling into disrepair, contributing to quicker turnaround times.

### **3.0 Line Management:**

- 3.1 Provide leadership and direction to the concierge team, fostering a positive work environment.
- 3.2 Conduct regular team meetings, performance reviews, and goal-setting sessions.
- 3.3 Collaborate with the team and regional manager to support professional development and enhance work experience for concierge staff.

### **4.0 Integrated Service Delivery and Partnership Working:**

- 4.1 Foster collaborative relationships with external partners, stakeholders, and internal teams to ensure a holistic approach to resident care and support

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- 4.2 Manage financial aspects including maximising rent collection, minimising arrears, and assisting residents with benefit entitlements and budgeting skills.
  - 4.3 Integrate health and safety protocols into daily operations, promoting a secure living environment.
  - 4.4 Implement psychologically informed approaches in all aspects of service delivery.

#### **5.0 Resident Empowerment and Safeguarding:**

- 5.1 Actively involve residents in their support and safety plans, encouraging self-sufficiency and decision-making.
- 5.2 Adhere to safeguarding protocols, addressing concerns related to vulnerable adults and children.

#### **6.0 Team Collaboration and Personal Development:**

- 6.1 Ensure accurate data collection and reporting on resident dynamics and service performance.
- 6.2 Maintain compliance with SHP's recording policies and contribute to service evaluation and improvement.

#### **7.0 Information Management, Reporting, and Compliance:**

- 7.1 Participate in and contribute to team activities, meetings, and professional development opportunities.
- 7.2 Share expertise and insights to enhance team performance and service delivery.

#### **8.0 Flexible and Responsive Approach:**

- 8.1 Adapt to varying needs across different sites, taking on additional tasks as required by the service or management.
- 8.2 Work in line with organisational policy and procedure.

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## Technical and professional know-how needed for position



**When completing your application, you will be required to address (using examples) some of the points below**

### **Experience and Knowledge**

- Proven experience in referrals coordination, preferably in a supported accommodation or mental health setting.
- Strong understanding of psychologically informed environments and their application in a residential setting.
- Knowledge of housing management, support services, and health & safety protocols.

### **Skills and Abilities**

- Ability to manage facilities effectively and oversee void processes, ensuring efficient operation and maintenance.
- Proven ability to provide effective leadership and line management, with the skill to motivate and inspire a team.
- Excellent interpersonal and communication skills.
- Empathetic and patient, with a genuine commitment to supporting vulnerable individuals.
- Strong organisational and problem-solving abilities.
- Ability to work collaboratively with a diverse team and external stakeholders.
- Adaptable and resilient in a dynamic work environment.