

## JOB DESCRIPTION

<b>Job Title:</b>	Referrals Coordinator (Wiltshire and Swindon SV Therapeutic Service)
<b>Responsible to:</b>	Wiltshire and Swindon SV Therapeutic Service Manager
<b>Responsible for:</b>	N/A
<b>Location:</b>	Wiltshire or Swindon (with travel across the county)

<b>Hours:</b>	30 hours per week
<b>Holiday Entitlement:</b>	28 days plus bank holidays (pro rata)
<b>Salary:</b>	£23,088 to £25,158 (pro rata) DOE
<b>Pension:</b>	Group personal pension plan, with employer contribution of up to 4%

<b>General Description:</b>	<p>At FearFree, we take pride in delivering exceptional services across the Southwest region, and we are excited to announce that we are launching a new service for adults and children who have experienced sexual violence. We are currently seeking a highly organised Referral Coordinator that thrives on supporting people. You should possess excellent communication skills and be able to work effectively both independently and as part of a team. Reporting to the Team Manager, you will collaborate closely with the counselling team to foster a supportive and cohesive work environment.</p> <p>If you are passionate about making a positive impact on the lives of people seeking counselling services and have the necessary skills, we would love to hear from you. Join FearFree and be a part of our mission.</p>
<b>Main responsibilities and tasks:</b>	<ul style="list-style-type: none"> <li>• Manage referrals and serve as the initial point of contact for those accessing the service.</li> <li>• Allocate referrals to assessment sessions and highlight priority cases to the Team Manager.</li> <li>• Work collaboratively with the Team Manager to oversee waiting lists.</li> <li>• Process and upload referral information onto relevant databases.</li> <li>• Ensure accurate and up-to-date records are maintained.</li> <li>• Contribute to creating a supportive and efficient work environment.</li> <li>• Complete initial triage for those referred to the service.</li> <li>• Liaise with external stakeholders, including referral sources and partner organisations.</li> </ul>

[www.fearfree.org.uk](http://www.fearfree.org.uk)

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	<ul style="list-style-type: none"> <li>• Participate in team meetings and contribute to the development of service improvements.</li> <li>• Manage incoming phone calls and emails, directing queries as appropriate.</li> <li>• Live and work the FearFree values: kind, open, receptive, robust, pragmatic and expert.</li> </ul>
<p><b>Qualifications and Skills:</b></p>	<ul style="list-style-type: none"> <li>• Excellent organisational skills, with the ability to prioritise tasks and manage time effectively.</li> <li>• Strong attention to detail and accuracy in data entry.</li> <li>• Excellent communication skills, both written and verbal.</li> <li>• Proficiency in Microsoft Office Suite and experience working with databases.</li> <li>• Ability to work independently and as part of a team.</li> <li>• A commitment to maintaining confidentiality and upholding professional standards.</li> </ul>
<p><b>Other:</b></p>	<p><b>Health &amp; Safety</b> All individual employees are required to promote a health and safety culture within the workplace, observe all health and safety rules and procedures, attend training courses as required and, where appropriate, conduct risk assessments e.g. VDU, maternity, lone working, H&amp;S audits, etc.</p> <p><b>Safeguarding / Disclosure and Barring Service</b> FearFree is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment and bring any concerns (whether in respect of service users or members of staff) to the attention of Safeguarding Leads immediately. This role will require an enhanced DBS check.</p> <p><b>Confidentiality and Data Protection</b> All employees must ensure that essential information of a sensitive and/or personal nature is not disclosed to, or discussed with, inappropriate persons and that all information is maintained in accordance with the GDPR and other related legislation/requirements.</p> <p><b>Equality and Diversity</b> FearFree is committed to encouraging equality, diversity and inclusion among our workforce and our service users, and eliminating unlawful discrimination. The aim is for our workforce to be truly representative of all sections of society and our service users, and for each employee to feel respected and able to give their best. The role has the responsibility to ensure all duties and responsibilities are carried out in a manner which promotes FearFree’s Equality, Diversity and Inclusion policy.</p>

## PERSON SPECIFICATION

Requirements		Essential (E) / Desirable (D)
<b>Education and qualifications</b>	Good standard of general education.	E
	Higher level education or similar/ relevant professional qualifications.	D
	Relevant training.	D
<b>Experience</b>	Experience of conducting needs and risk assessments.	D
	Experience of providing needs-led support to clients with a variety of support needs.	E
	Experience of building and maintaining partnerships with other agencies.	E
	Knowledge and understanding of the issues facing people who have experienced sexual violence.	D
	An understanding of the needs of people from diverse backgrounds affected by sexual violence.	D
	Knowledge and understanding of trauma and trauma symptoms.	D
<b>Skills and abilities</b>	Ability to work in a self-directed manner where required.	E
	Ability to work under pressure.	E
	Ability to plan own workload, manage time effectively and deal with changing and competing demands.	E
	Ability to think creatively and show initiative.	E
	Ability to communicate with distressed people empathically.	E
	Ability to establish and maintain appropriate boundaries when working with people who may be experiencing personal crisis.	E
	Ability to establish and maintain professional working relationships with volunteers, clients and other professionals.	E
	Ability to communicate effectively with a range of professionals.	E
	Ability to co deliver groups, when needed.	E
	Excellent verbal and written communication skills, including report writing, delivery of training and presentation.	E
	Ability to maintain effective administrative and monitoring systems.	E
	Ability to support people with a non-directive approach.	E
	Strong organisational skills.	E
	Own vehicle and ability to travel across Wiltshire and Swindon.	E

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<b>Attitude and presentation</b>	Reliable and trustworthy.	E
	Efficient and punctual.	E
	Non-judgmental.	E
	Willingness to critically assess own performance and reflect on own practice.	E
	Understanding of and commitment to equal opportunities.	E

Applicants will be assessed against the person specification via application form, interview and, in some cases, a presentation.

As explained in the guidance notes, the application form asks you to set out how you meet the qualities/skills outlined in the Person Specification AND IS THE MOST IMPORTANT PART OF YOUR APPLICATION.

This is your chance to explain why you are suitable for the job. You should try to show how you meet the criteria set out in this person specification. Applicants who are able to provide examples of how they meet the criteria are more likely to be offered an interview. Consider all the relevant experience you have gained and make sure that you tell us about it.

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