Referrals Assistant: Job Description

Reporting to: Referrals Coordinator

Location: Head Office, Worcester Park. You may be required to work from other offices and Advocacy Partners may change your place of work.

Purpose of Post

- To assist in the running of the Independent Mental Capacity Advocacy (IMCA) hotline and assist in the management of referrals for the IMCA and Surrey projects.

- To provide administrative and secretarial support to the Head of IMCA, the Surrey Service Manager and to other senior managers, managers, staff and volunteers at Advocacy Partners as required.

Managing referrals

- To be the first point of call in the referral process. To process incoming and outgoing emails, faxes and telephone calls and deal with callers and enquiries effectively and professionally. To deal with routine enquiries.

- To answer calls in relation to IMCA and Surrey referrals including explaining the referral process and criteria, giving out and explaining the referral form, establishing whether referrals meet the appropriate criteria. Where the referral does not meet the criteria, to signpost callers to colleagues or other organisations where appropriate.

- To process referrals according to each project’s referral criteria, within an agreed timeframe, and input all referrals on to relevant databases.

- To maintain waiting list systems for both the IMCA and Surrey projects.

- To liaise with members of the projects’ team, referrers and clients, ensuring good communication and flow of information.

Administrative Support

- To maintain effective information, recording, and office systems and databases, ensuring that employees, volunteers and service users have ready access to relevant information. To proactively develop systems to meet future information needs.

- To provide administrative and secretarial support to the Head of IMCA and the Surrey Service Manager, liaising on the their behalf, or, when required, on
behalf of other senior managers, providing the full range of administrative and secretarial tasks e.g. typing, photocopying, minuting meetings, etc.

- To assist with the collation of information, both written and numerical.

**Policies**

- To respect and maintain confidentiality at all times.

- At all times to act in accordance with Advocacy Partners’ policies including in relation to Equal Opportunities and Health and Safety.

The above describes the normal duties that Advocacy Partners currently expects from the post. However, it is necessary for all staff to be flexible in this respect (including at times hours) and all employees may be required from time to time to perform other duties that may be required by Advocacy Partners in order to provide effective advocacy to clients and to ensure the efficient running of the organisation.

**Team Work**

- To participate in regular supervision meetings with your line manager.

- To participate in the appraisal process and attend appropriate training.

- To attend meetings and represent the service within Advocacy Partners as required.

*Updated September 2009*
Referral Assistant: Person Specification

Essential

1. Excellent organisational and administration skills.

2. Ability to learn and understand about the Mental Capacity Act 2005 and the Independent Mental Capacity Advocate service (IMCA). (Training will be provided)

3. Ability to take responsibility for processing referrals within timeframes and responding to queries about the services and their specific referral criteria.

4. Excellent communication skills (both oral and written). Ability to respond to callers professionally and courteously. Ability to express self clearly and assertively, and work in a busy office.

5. Excellent attention to detail.

6. Ability to prioritise work and work unsupervised for periods of time.

7. Competence in using a range of software packages. This must include word-processing, email and database packages.

8. Able to work effectively with all colleagues, to ensure the seamless delivery of the administration function and referral processes for the specific services.

9. Commitment to Equal Opportunities and a willingness to work sensitively with people with learning disabilities, older people, people with physical disabilities or mental health needs.

10. Flexibility, prepared to take on a variety of roles according to the needs and priorities of the organisation.

11. Appreciation of the need for and ability to maintain confidentiality.

Desirable

12. Understanding of data protection requirements and experience of developing and/or implementing appropriate policies and practices.

13. Experience/knowledge of health and social services sector.

### KEY TERMS AND CONDITIONS
**REFERRALS ASSISTANT**  
**September 2009**

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<thead>
<tr>
<th><strong>Salary</strong></th>
<th>c. £16,300 pro rata (pay award pending)</th>
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<tr>
<td><strong>Hours of work</strong></td>
<td>28.5 hours per week.</td>
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<tr>
<td><strong>Contract type</strong></td>
<td>This employment is offered on a permanent contract – subject to general rights of termination under the law and to the successful completion of probation period.</td>
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<tr>
<td><strong>Place of work</strong></td>
<td>Head Office – Worcester Park. The employer may change the place of work.</td>
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<td><strong>Holiday</strong></td>
<td>In addition to public holidays, post-holders are entitled to five weeks holiday during each completed leave year (pro rata for part time and/or part year).</td>
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<tr>
<td><strong>Probationary Period</strong></td>
<td>6 Months.</td>
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<tr>
<td><strong>Pension Scheme</strong></td>
<td>Advocacy Partners contributes 6% of gross salary to an occupational pension scheme or to a personal pension, upon request from employee, after a minimum of six months service and after the successful completion of the probationary period.</td>
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Information in the application pack is intended to help indicate some of the most important terms and conditions currently in force. It does not provide for a full understanding of terms and conditions, which may be varied from time to time.
We need your voice

Advocacy Partners promotes the rights, voices and choices of people who face disadvantage or discrimination in London and South East England. We are growing and changing - enabling more people to be in control of their lives and have a voice that counts. Can you communicate effectively with a wide range of stakeholders? If so, joining our well-established and forward-looking team could provide the perfect opportunity for you.

Referrals Assistant – IMCA and Surrey Teams

Circa £16.3k pa pro rata +benefits
Part-time (28.5 hours) • North Cheam

As a Referrals Assistant, you will need to be organised and have excellent communication and administrative skills to ensure the high standards provided by our IMCA referrals hotline and to support our Surrey advocacy team. Training will be provided.

To receive an application pack, please download from our website www.advocacypartners.org/jobs.html If you do not have internet access, please call 020 8330 6644, stating which post you are interested in.
Closing date: 5pm, 23 September 2009.

www.advocacypartners.org

Advocacy Partners encourages applicants from all sections of the community, especially people with disabilities.

Charity reg. 802342.