**Referral Management Agent**

**Job Description**

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| **Position:** | Referral Management Agent  |
| **Line Manager:** | Administration Coordinator |
| **Location:** | Belfast |
| **Salary:** | \*NJC Scale Point 1-3 £20,258 - £20,812 (\*under review) |
| **Hours:** | Bank |
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**Purpose of the role**

Referral Management Agents support our client referral process from pre-entry to post exit. Postholders will be responsible for processing referrals in a professional, sensitive, and timely manner in line with organisational procedures and processes. These procedures and processes are underpinned by Nexus policies and operate in line with our strategic priorities, vision, mission, and values.

**Key responsibilities**

* Provide a supportive, calm, and professional approach whilst interacting with individuals referring to our services via various communication channels.
* Ensure individuals referring and availing of our services are kept updated in a timely manner with regards their individual client journey in line with Nexus procedures.
* Proactively progress waiting lists for our services in line with operational procedures.
* Complete all administration associated with the service such as recording and storing data accurately and securely in line with data protection legislation,
* Highlight any concerns with regards individual referral pathways with line manager for guidance and resolution
* Support onward referral process for individuals being externally signposted to other specialist services.
* Compliance with organisational safeguarding and risk management procedures.
* Record data accurately to support effective data analysis for weekly, monthly, quarterly and annual reporting.

**Person Specification**

**Essential Criteria**

* Educated to A-Level standard or equivalent qualification OR educated to GCSE standard with a minimum of 3 years’ experience in a health and social care setting supporting referral processes/appointment setting.
* Ability to demonstrate excellent verbal and written communication skills in both professional and personal interactions.
* Working experience using ICT systems specifically Microsoft Office 365 suite
* Awareness and experience of appropriately responding to safeguarding and risk management processes in a professional setting,
* Demonstrable knowledge and experience of maintaining confidentiality while interacting with individuals referring and using services.
* Ability to work unsupervised and use own initiative to problem solve in line with delegated level of responsibility.

**Desirable Specification**

* Experience working in Sexual and/or Domestic Abuse sector.
* Experience of Risk Management Processes to support health and wellbeing of service-users.
* Knowledge and understanding of the voluntary sector and services available to people with lived experience of sexual and domestic abuse.
* Experience in communicating with individuals who experience communication barriers when accessing services e.g. people with hearing difficulties, deaf community, people with English as a second language, etc.
* Recognised ICT Qualification

**HOW TO APPLY**

Please forward a **CV, maximum three A4 sides,** ensuring you have included mobile and home telephone numbers, as well as any dates when you will not be available for interview if you were to progress to the next stage of shortlisting. Please also submit the **equality form** (see below).

The deadline is **Sunday 26th March at 12 noon.** Applications should be made by email to: **hr@nexusni.org**

The above e mail should also be used if you have any queries about the role or the application process.

**Equality Monitoring**

Along with the CV, please complete and return the Equal Opportunities Monitoring form. This will not be disclosed to anyone involved in shortlisting your application.

**Disability**

In accordance with the Disability Discrimination Act a person is disabled if they have, or have had, “a physical or mental impairment which has, or has had, a substantial and long-term adverse effect on your ability to carry out normal day to day activities”.

If you consider yourself to have a disability relevant to the position for which you are applying, please contact hr@nexusni.org so that we can process your application fairly, make any specific arrangements for your interview, and make any necessary reasonable adjustments or adaptations, or provide any aids to assist you in completing the duties of the post if appointed.

**Equal Opportunities**

Nexus is an Equal Opportunities Employer and all applications for employment are considered strictly based on merit.