

## Job Description Referral Officer

<b>Service:</b>	<b>Older People Care Services</b>	<b>Team:</b>	<b>Older People Care Services</b>
<b>Location:</b>	<b>Various</b>		
<b>Salary range:</b>	<b>24,054 – 27,852</b>	<b>Grade:</b>	<b>6</b>
<b>Reports to:</b>	<b>Senior Operations Manager</b>	<b>Staff responsible for:</b>	<b>None</b>

### Job Purpose

The post holder will be responsible for managing and co-ordinating residential rehabilitation referrals and maintaining all aspects of the service's data collection/recording requirements. This will include liaising directly with individual residential establishments and other health colleagues and partners.

The role will involve building and maintaining close working relationships with all services, HR Business Partners, Finance, Payroll and ICT.

Driving forward with colleagues the delivery of the service's vision to ensure the services continue to provide and maintain expected standards.

### Accountabilities/Responsibilities

#### Accountabilities/Responsibilities – appropriate for this post:

- Analyse and process service user referrals, this includes reviewing personal dependency, future outcomes and the individual needs of the service user
- Providing support and specific guidance across Older People's Intermediate Care Services to maintain quality care, statutory and regulatory requirements
- Track progress and trends in performance and produce commentary, management reports and support the implementation of actions
- Supporting management in reviewing and amending processes to improve quality and performance e.g. intermediate care process
- Undertake discussions with partners to ensure positive outcomes for service users
- Provide information and practical, routine advice to system partners by interpreting established procedures and applying best practice. E.g. Health and social care partners
- Support front line services with the implementation of new ways of working
- Responsible for supporting and completing audits
- Periodic data cleansing to ensure accuracy, quality and integrity of service records
- Provide timely collection, processing, and simple analysis of routine data and follow up on discrepancies/omissions to support the delivery of services
- Keep up to date with changes in policy/legislation/contractual requirements to ensure service delivery is effective and complies with appropriate regulations, quality standards and service level agreements
- Support other projects within Older People Care Services as necessary

\*please note this list is not exhaustive\*

### Other

- **Equal Opportunities**

We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

- **Health and safety**

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy.

- **Customer Focused**

We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

## Our Values

### We expect all our employees to demonstrate and promote our values:

- **Supportive**

We are supportive of our customers and colleagues, recognising their contributions and making the best of their strengths to enable our communities to flourish.

- **Innovative**

We deliver the best services we possibly can, always looking for creative ways to do things better, putting the customer at the heart of our thinking, and being ambitious and focused on how we can deliver the best services now and in the future.

- **Respectful**

We treat colleagues, customers and partners with respect, listening to their views, empathising and valuing their diverse needs and perspectives, to be fair, open and honest in all that we do.

- **Collaborative**

We listen to, engage with, learn from and work with colleagues, partners and customers to help achieve the best outcomes for everyone.

## Person Specification Referral Officer

Your ability to meet the job requirements will initially be assessed by the information provided on your application but further assessment will be undertaken at interview and, in some cases, by using other types of assessment(s).

**[E]** Essential. **[D]** Desirable. **[T]** Test.

<b>Qualifications</b>
<ul style="list-style-type: none"> <li>Relevant vocational qualification and / or experience of working in health or social care <b>[E]</b></li> </ul>
<b>Experience</b>
<ul style="list-style-type: none"> <li>Experience of working independently with relevant specialised systems, and IT software <b>(E)</b></li> <li>Experience of working within health or social care <b>(E)</b></li> <li>Experience of working in a service delivery / customer focused environment. <b>[E]</b></li> <li>Experience of supporting projects. <b>[D]</b></li> </ul>
<b>Essential knowledge, skills &amp; abilities</b>
<ul style="list-style-type: none"> <li>Effective interpersonal, oral and written communication skills <b>[E]</b></li> <li>Build and maintain effective working relationships with all partners and customers <b>[E]</b></li> <li>Ability to analyse and review business processes and propose effective solutions <b>[E]</b></li> <li>Good analytical skills and ability to interpret data and produce action plans and reports <b>[E]</b></li> <li>Effective organisation and planning skills incorporating a flexible approach to manage workloads &amp; priorities <b>[E]</b></li> <li>Collaborative working across teams and services <b>[E]</b></li> <li>Ability to work as part of a team and on own initiative <b>[E]</b></li> <li>Ability to work under pressure and be resilient <b>[E]</b></li> <li>Ability to resolve problems. <b>[E]</b></li> <li>Understanding of the role of Intermediate Care including how best to support service user need <b>[D]</b></li> <li>Working knowledge of the practices, processes and procedures relevant to the role <b>[D]</b></li> <li>Using Microsoft Office, including Excel and other ICT applications <b>[E] [T]</b></li> <li>Understanding of and ability to maintain confidentiality and data protection in accordance with the Council's information governance policies and procedures <b>[E]</b></li> <li>This is an essential car user post <b>(E)</b> <i>You will be required to provide a car for use in connection with the duties of this post and must be insured for business use. In certain circumstances consideration may be given to applicants who, as a consequence of a disability, are unable to drive.</i></li> </ul>
<b>Other essential requirements</b>
<ul style="list-style-type: none"> <li>Commitment to equality and diversity.</li> <li>Commitment to health and safety.</li> <li>Display the LCC values and behaviours at all times and actively promote them in others.</li> </ul>