

Job Description for Placement Co-Ordinator (Maternity Cover)

Purpose

To develop and maintain positive relationships between Choice Support and Local Authorities in defined geographical areas enabling effective and appropriate referrals to optimise occupancy of spare rooms.

Scope

- To be the point of contact to Local Authorities for all referrals including Frameworks, screening, assessments and acting quickly to progress referrals.
- Responsible for understanding and building relationships with Local Authorities and other third-party agencies, such as Housing Providers.
- To develop robust relationships and work closely with Regional Operational Managers, Service Managers and Choice Support's Housing team to ensure referrals for spare rooms are progressed in a smooth and timely fashion.
- To enable, deliver and monitor referrals and report progress to Director of Business Development and the Relationship Manager.
- To identify customer needs that present future development opportunities to Choice Support in line with strategies and current and future provision.
- To liaise with colleagues and external agencies, representing the organisation at all levels and with all referral related stakeholders.

Main Responsibilities

- Be a single point of access for referrals including those received via Frameworks.
- Capture all information relating to referrals, including those direct to services, placements, income, and unsuccessful admissions.
- Co-ordinate all referrals including:
 - Assessments
 - Arrange transition plans appropriate to the individual and service
 - Source specialist training
 - Check service readiness
 - Communicate effectively with stakeholders (including commissioners and care managers)
 - Report on progress and status as agreed
 - Inform the Housing and Operational Teams of key dates
- Fully understand all service requirements and the screening process for referrals.
- Manage all referrals including those identified by Service Managers and those proactively sourced.
- To develop comprehensive internal relationships with different areas of the business, ensuring a sound knowledge is built of all current spare rooms and services.
- To cultivate effective relationships with a range of external organisations including Clinical Commissioning Groups, Local Authorities, Voluntary Sector, NHS Trusts and private companies.
- Working in conjunction with Operations and Housing colleagues, to take a strategic lead in the development and planning of an active placement pipeline.

- Work to defined Key Performance Indicators including optimising vacancy occupancy and income generation.
- Undertake trend analysis and provide information to inform future development and responses to business opportunities.
- Support the Business Development team to deliver on the organisational strategy in line with target areas of growth.
- Provide feedback to Operations and Housing on the 'marketability' of services, for example, décor and environment, outlining required improvements.
- To develop and nurture strategic partnerships with regards to out of area referral opportunities.
- To work collaboratively to develop the Choice Support portfolio, promoting and marketing service models across learning disability and mental health sectors.
- In collaboration with the Business Development team, assist with the development of a comprehensive library of good practice information on services and providers.

Person Specification

Criteria	Essential	Desirable
Qualifications	Educated to GCSE Level Further education qualification	Qualified to Degree level
Demonstrable Knowledge	Proficient knowledge of Excel or similar Proficient in IT systems: Word, outlook, internet etc Good level of literacy and numeracy	Financial acumen – P&L, operational costs Advanced level IT systems: Word, outlook, internet etc Understanding of Housing, tenancy/capacity/right to rent/Housing Benefit
Skills/ Experience	2 years' experience of performing a similar role Good understanding of the assessment and occupancy process Experience of Social Care and Local Authorities Experience of working within policies and regulatory requirements Proven ability to deliver to targets	2+ years' experience a similar role. Experience of working for a Social Care provider. Customer service experience.

Personal attributes	Professional manner and personal presentation Good written and verbal communication and interpersonal skills Analytical and creative thinking style, problem solving skills Structured and methodical work style Strong presence and credibility Results driven Self-confident and resilient Ability to work well in a team Ability to build strong internal relationships across all departments	
Other	Willingness to travel/Occasional stays away from home. Full driving licence Home based working	