Job Description

## Job Title: Referral Programmes Officer

**Department:**  Information and Helpline

**Reports to:** Head of Information and Helpline during programmes set-up phase

**Location:** Head office, Hammersmith, London

**Purpose of the Job:** The Referral Programmes Officer works in the context of the specialist information and support offered by the Benefits team. They support the complex needs and personal agency of people who use our services through building a network of relationships between ourselves as a “warm” referrer to services and other groups and organisations providing the kind of help and support complementary to our core expertise. These relationships will be with both local support groups and national networks. The relationships will be held in close collaboration with the rest of the Programmes and Partnerships team, particularly the Grant Search Officer and the Volunteer Programmes team. A further key working partnership is with the Turn2us Contact Centre.

We use the term “warm referral” as shorthand for contacting another service on behalf of people using our services - with the clear, recorded consent of that person - so as to both increase the overall impact of our support for people using our services and to be able to follow up on and better understand outcomes. This will help us both improve our own offerings and support outcomes for other organisations. It is also crucial that we position ourselves as a destination for referrals within this context.

# Key Responsibilities

1. **To actively build useful, collaborative, outcomes-driven warm-referral relationships with national and local organisations and groups providing support complementary to our core expertise for people who use our services and to facilitate the development of the necessary supporting digital capacity.**
2. **To further develop the digital signposting capacity at Turn2us to support, complement and amplify the services provided by our existing digital Information, Advice and Guidance (IAG) channels and Grants programmes.**
3. **To ensure that Warm Referral services and processes are co-produced with users for the benefit of all users of the system and to work closely with the safeguarding officer to place safe-guarding at the centre of warm-referral processes and systems and to understand and promote best practice in this area**

# Duties

1. **To actively build useful, collaborative, outcomes-driven warm-referral relationships with national and local organisations and groups providing support complementary to our core expertise for people who use our services and to facilitate the development of the necessary supporting digital capacity.**

* To understand the scope of our programmes and service delivery for our users and partners, particularly in the area of benefits and grant making, and to grasp the complex, multi-layered and interlocking needs of the people who use our services
* To work with both service providers and people who use our services to build a realistic overview of the needs of the people who use Turn2us programmes and identify where we need to provide services complementary to our core offering.
* On the basis of this understanding, to facilitate and develop warm referral relationships (see definition above) with support services providers and networks at both local and national levels whose services complement our own. These relationships may be developed at frontline levels or grow out of contacts at a senior level
* To work with stakeholders in existing relationships at Turn2us to maximise their benefit for service delivery and supporting people who use our services.
* To maintain a CRM of these relationships, ensure that they are developed in collaboration with all other Turn2us stakeholders in those relationships.
* With the support of the Impact team, identify and record outcomes that capture the impact of our referral and signposting activities.
* With the support of the Head of I&H and the Digital team, to work with the Contact Centre to facilitate direct digital engagement between providers and our own CRM systems to better support delivery of warm referrals from and to our own Contact Centre for users identified as particularly in need of 1 to 1 support in areas related to Turn2us programmes.

1. **To further develop the digital signposting capacity at Turn2us to support, complement and amplify the services provided by our existing digital Information, Advice and Guidance (IAG) channels and Grants programmes.**

* To support the Information Manager in ensuring that the new system integrates with the user journeys across our other information and content channels
* Support the Information Manager, Information Specialist and Grant Search Officer in ensuring the Warm-Referrals system interactively cross-references with the Grant Search system
* Work with the Grants Team to ensure referral and signposting systems holistically support people who receive our grants.
* Work closely with the Benefit Specialists to ensure integration of referrals and signposting programmes and resources with the Benefit Calculator
* Work with the Contact Centre to understand how other organisations are making use of our referral services and to maximise their usage of the Warm Referrals tool.

1. **To ensure that new Warm Referral services and features are co-produced for the benefit of all users of the system and help drive forward our safe-guarding and co-production culture**

* (with the support of the Co-Production team) ensure that this service is strategised, scoped and developed with the fullest level of involvement of the system’s user group and stakeholders. These will involve both providers of services that might be referred to on the system as well as potential users of the system or previous users of equivalent services
* Similarly, work closely with the Safeguarding Officer to ensure that the relationships and services set up to deliver Warm Referrals are thoroughly compliant with our safeguarding policy and culture.

These are the normal duties, which the Charity requires from the position. However, it is necessary for all staff to be flexible and all employees will be required from time to time to perform other duties as may be required by the Charity for the efficient running of the Charity.

The post holder will be expected to ensure that their work complies with the Charity’s policies and procedures and key legislation including the General Data Protection Regulation (GDPR) and charity law. This Job Description is non-contractual. It will be reviewed from time to time and may be subject to change.

During the current COVID19 pandemic, ad hoc work will be generated which can not be anticipated on a day to day basis and is not listed above but the job holder will be expected to perform these duties to support the running of the Charity

The postholder will continuously ensure a culture of safeguarding and take responsibility for implementing safeguarding policy within their work, with the support and collaboration of the safeguarding officer.

**Person Specification**

**Skills and Experience:**

Excellent relationship building and management skills and able to show either directly relevant or transferable success in this area

Excellent planning and admin skills and effective prioritisation of competing tasks using own initiative

Comfortable using technology and digital products to achieve project goals or with the ability to develop this skill

Excellent verbal and written communications skills

Good knowledge of GDPR and data sharing protocols

Experience in database management to maintain and add records and run monitoring reports

(Desirable) Experience of delivering relationship-focused projects in a purely digital space

**Knowledge and Specialist Experience:**

Experience of co-production of new services with users or ability to develop this skill

Experience of working in a busy, outcomes-focused environment supporting a diverse range of users

Experience of working on multiple ongoing tasks, including research, programme administration, monitoring and reporting

Data literate or with the ability to develop this skill

Able to demonstrate understanding of the Information, Advice and Guidance in a charitable or social enterprise context

**Other specific Attributes:**

Ability to work effectively both independently and in a team

Share the organisation’s values: compassionate, open, collaborative, innovative and driven