

## **JOB DESCRIPTION**

### **ASSESSMENT CO-ORDINATOR UNIVERSAL SUPPORT SERVICE BASED IN PERTH**

#### **JOB PURPOSE**

To triage referrals from families and professionals working with families, using a bespoke Referral Management system to identify families' needs and signpost them as appropriate to other agencies/providers or the Community workers in the service with the aim of reducing the need for statutory interventions.

#### **PRINCIPAL ACCOUNTABILITIES**

- Using a 'no wrong door' approach, act as first point of contact for families and professionals (e.g. teachers).
- Use question matrix to help identify need via telephone or digital platform, and in partnership with Assessment Service Manager determine the appropriate next steps such as signpost them to other agencies/providers/community organisations or the Community Family Service team.
- Set up systems for logging enquiries, advice provided to families, or details of professionals working with families, with a capability of system integration to provide management information
- Maintain up to date database of agencies/providers/community organisations including contact details and any referral criteria for each to enable accurate signposting of referrals.
- Liaise and build relationships, through digital and in-person means, with local 3<sup>rd</sup> sector and statutory agencies.
- Liaise with the service team, where referrals meet criteria, to ensure that details of the families and their identified needs are communicated
- Provide regular management information, in an agreed format and ad-hoc information and support as required to meet commissioner and service requirements.
- Contribute to development and enhancement of service resources relating to information held on available supports in the community.

#### **SCOPE OF PLANNING AND ORGANISATION**

The post holder reports to the Service Manager or designated line manager as appropriate.

The post holder has regular contact with the line manager and will attend and contribute to regular team meetings.

The administrative work plan will be agreed with the line manager. Once the work plan has been agreed, the post holder will manage and prioritise day-to-day tasks as well as ad-hoc demands, referring any problems to the line manager. The post holder will contribute to the development of administrative services to ensure consistency in the planning and application of administrative systems.

### **SCOPE OF JUDGEMENT AND DECISION-MAKING**

The post holder is expected to work on own initiative and make decisions within agreed boundaries, based on experience and practical understanding of systems.

The post holder will make daily judgements about priorities and the need to balance support to the team and own tasks.

The post holder needs to maintain confidentiality and apply Aberlour standards within a range of established administrative procedures but will have scope to recommend improvements and tailor processes to suit the team.

The post holder will contact the line manager for guidance on any concerns and will also have support on administration issues from the central support functions.

### **RELATIONSHIPS**

As one of the first points of contact, the post holder represents both the service and Aberlour, interacting with a wide variety of individuals and agencies in the course of their work.

#### **Internal**

- Work closely with colleagues as a member of the staff team
- Liaise with Head Office functions and other Aberlour services
- All staff are expected to attend team meetings and keep up to date with changes at service and organisational level. This includes accessing work email accounts, Aberlour intranet sites, supporting our marketing and fundraising initiatives and social media channels to help promote Aberlour.
- The post holder will work with a range of service and head office staff when carrying out duties as directed by the line manager

#### **External**

- Through telephone, online, and in-person communication, liaise with a wide range of external agencies, providers and organisations in the community who may be key providers of support for families and professionals working with families.

## **QUALIFICATION**

A relevant qualification SCQF level 7 or where no formal qualifications exist proven experience of working within a similar environment

## **EXPERIENCE**

Experience in a public facing role and busy office environment

Experience of co-ordinating assessment of need

Experience of managing and recording on spreadsheets e.g Excel

## **KNOWLEDGE / SKILLS**

- Excellent communication skills
- Ability to prioritise and co-ordinate assessment of need
- Resilience when working with people expressing high levels of emotion.
- Proficient IT skills with a willingness to adopt and learn new technologies and systems – this includes communication, collaboration, recording and office applications. Training on specific systems will be provided.
- Familiar and competent in all areas of Microsoft 365 – including Forms, Excel, Word and Teams
- Methodical, consistent and detailed approach to work
- Ability to coordinate and prioritise a range of tasks
- Effective time management
- Proofing, formatting and presentation of documents
- Accurate data entry