



Job Description: Admissions and Referrals Manager

Responsible to: Service Manager and Partners

Job Purpose:

To generate and follow referral leads and support and coordinate pre-placement meetings, assessments and offering letters on behalf of the management. To complete individual targeted sales calls. To ensure the team complete individual target sales calls

Main Duties and Responsibilities:

- Coordination of pre-placement activity
- Initial assessment of referrals on behalf of the Homes Manager and with the Service Manager
- Generation and maintenance of leads via telephone calls and emails
- Follow up of enquiries
- Representation of RPC at events
- Maintenance of marketing stock

Marketing

- To make a minimum number of calls per week as directed by the partners
- To ensure the team makes a minimum number of calls per week as directed by the partners
- To promote the facilities and the level of care offered by the Partnership, and to aim to achieve the optimum occupancy of the Home(s).
- To update on a regular basis in the agreed format appropriate notes regarding progress of referrals and information required by the Management
- To attend Managers' meetings as and when required to do so
- To assist with required promotional activities
- To meet with parties in the referral process and to attend other home(s) to assist with service user assessments, where applicable, for the purpose of building relationships to maximise return custom and to support the preparation of documentation regarding offer of service
- To notify senior management of changes or where changes are required to print and electronic media and advertisements
- To ensure there is a signed contract prior to any placement
- To follow and work within the marketing plan, policies and Partnership ethos at all times
- To develop business relationships through continued telephone, email and personal contact
- To attend exhibitions, conferences and networking events

Administration

- To perform all duties in the preparation of the day to day office function
- To prepare for authorisation any required reports, correspondence and documents in accordance with the Partnership's policy
- To attend meetings and take minutes as required
- To upkeep a correct standard filing system
- To conduct telephone answering in a professional and courteous manner at all times
- To conduct all business in a confidential and professional approach at all times
- To adhere to GDPR Policy
- To complete the step by step referral process as per Appendix 1

Personnel

- To attend meetings as required
- To attend all necessary training for which adequate notice will be given

Environment

- To support the Registered Manager and colleagues in all fire regulation issues
- To support the Registered Manager and colleagues in all Health and Safety issues, and to show aspects of due diligence in the day-to-day duties performed
- To support the Registered Manager by conducting show room checks and to report issues for resolution

Placements

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- To co-ordinate pre-placement visits, meetings and assessments
- To facilitate and ease the placement and support it for six months, or longer as required by maintaining relationships with the funder in order to maximise return custom

Records

- To ensure all database contact records created are kept regularly updated and accessible at all times for referral purposes
- To ensure that all customer records created have a relevant follow up activity
- To adhere to the GDPR Policy regarding all records

General

- To support the Partners and the Service Manager in the efficient marketing of the Homes' administration, sales and marketing functions
- To assist with the compliance to all relevant statutory requirements with regard to the Health and Safety Legislation
- To use a planned written schedule of work to incorporate every aspect of this position as outlined in the job description
- To attend regular supervision sessions with the designated Supervisor.
- To show due consideration at all times for the service users and their home environment
- To observe security awareness, and ensure all office equipment including ancillary items are locked secure away after each use
- To work within and follow the principles of GDPR (General Data Protection Regulations)

Performance and Appraisal

- In the interests of service user care, and to assist all personnel to achieve their objectives, the Partnership will carry out an annual appraisal interview.
- The individual's needs and personal development will be identified, and the appropriate action points established and acted upon.

Declaration

I, the undersigned, declare that I have read and fully understood my Job Description. I further understand that failure to carry out any tasks mentioned therein could result in re-training or disciplinary action being taken against me.

Signed

Employee

In the presence of

Recruitment Co-ordinator.

Date