



Richardson Care
Caring is in our DNA

Job Description: Admissions and Referrals Co-Ordinator

Responsible to: Admissions and Referrals Manager / Service Manager / 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.

Main Duties and Responsibilities:

1. Co-ordination of pre-placement activity
2. Initial assessment of referrals on behalf of the Homes Manager and with the Service Manager
3. Generation and maintenance of leads via telephone calls and emails
4. Follow up of enquiries
5. Representation of Richardson Care events
6. Maintenance of marketing stock

Marketing

- To promote the facilities and the level of care offered by Richardson Care, and to aim to achieve the targeted 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 the management of changes or where changes are required to print and electronic media and advertisements
- To follow and work within the marketing plan, policies and Richardson Care ethos at all times
- To develop business relationships through continued telephone, email and personal contact

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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 Richardson Care 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 time.
- To adhere to GDPR Policy
- To complete the step-by-step referral process as per Appendix 1

Personnel

- To attend staff 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 to the Admissions Manager for resolution

Placements

- 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



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General

- To support the Directors and the Management 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, Richardson Care 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.....

Procedure No: JMKGMPC | Date Implemented: 30/11/00 | Revised and reviewed: 23/06/20