**Referrals and Data Coordinator – Hampshire**

**Job Description**

**Job Title:** Referrals and Data Coordinator

**Reporting to:** Restorative Justice Service Delivery Manager

**Location:** Fareham Police Station with some travel around Hampshire

**Term, Hours & Salary:** Position is Permanent- Job share with an existing staff member

18.75 hours/week (Monday, Friday and half a day on Wednesdays or Thursdays as required each week)

Starting salary £13,250/annum (£26,500 FTE) rising to £14,280 (£28,560 FTE) following a successful 6 month probationary period

May include some evening and weekend work

**Purpose of the role:**

We are looking for an efficient, organised and skilled Referrals and Data Coordinator to work closely with their counterpart as a job share.

Direct communication with Service users, Hampshire and Isle of Wight Constabulary and other partner agencies is required to deliver the Restorative Justice (RJ) service in Hampshire and the Isle of Wight.

The purpose of this role is to receive and extract referrals from police systems and other referral routes, undertake initial contact with individuals identified to us to seek their consent or willingness to engage with Restorative services and to co-ordinate the allocation of cases to Restorative Solutions staff and external partners. The role will also provide oversight of all restorative referrals on our local case management system and working with Microsoft Excel to produce performance reports and analysis as required in conjunction with the Service Delivery Manager.

Training, supervision and professional development opportunities will be provided.

**Main Responsibilities**

To work closely with their counterpart Referrals and Data Coordinator, Service Delivery Manager and other team members:

* To provide a central coordination role for the receipt of case referrals from Hampshire and Isle of Wight Constabulary, partners, and service users.
* To access Hampshire and Isle of Wight Constabulary IT systems (RMS) to identify, extract and monitor RJ referrals.
* To work directly with Hampshire and Isle of Wight Constabulary and other partners to increase and improve referrals to the RJ service.
* To manage and respond to the Restorative Referrals and HIOW email accounts and free phone telephone number professionally and sensitively.
* To review and scope case referrals, ensuring all information required is provided.
* To provide initial contact with potential service users on receipt or extraction of a referral, within agreed timescales, to gain consent and willingness to engage with the service.
* To input all referral information onto the local case management system and ensure cases are correctly allocated to team members or external partners within agreed timescales.
* To support case inputting and record management of information onto local case management system for team members, volunteers and external partners, ensuring records are updated in a timely manner.
* Maintain the accurate recording of data appropriate for reporting purposes, in order to support performance reporting on a quarterly and annual basis.
* To provide accurate reports and information to the Service Delivery Manager as required, including accurate performance reports from the case management system and utlising Microsoft Excel as required.
* To assist with training and guidance on local case management system for team members, volunteers and external partners.
* To support the management of service user feedback processes.
* To contribute to the development of internal systems and procedures to enhance service delivery.
* To undertake RJ training and co-facilitate on RJ cases to ensure continued development as an advocate for RJ with a view to becoming a Restorative Justice Council Registered RJ practioner.
* Willingness to travel out of county in order to facilitate RJ processes and/or undertake national training opportunities on occasion
* To maintain the highest possible standards in regard to confidentiality and to adhere strictly to all requirements of Information Sharing Agreements, Data Protection and Security.
* To work as part of the wider Restorative Solutions’ team to ensure the delivery of high quality RJ service across Hampshire and the Isle of Wight.
* To represent and promote Restorative Solutions in a professional manner at all times.
* To undertake other tasks, identified by the Service Delivery Manager or RS Directors, which are commensurate with the position.

**Referrals and Data Coordinator**

**Person Specification**

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| **Description** | **Essential/Desirable** |
| * Excellent IT skills including Microsoft Office, in particular excel and use of virtual platforms such as Teams
 | Essential |
| * Experience of using Case Management Systems to produce

performance reports and collate performance information | Essential |
| * Experience of using and managing social media platforms
 | Desirable |
| * Able to develop and maintain good relationships with colleagues and partners
 | Essential |
| * Able to demonstrate analytical and problem solving skills
 | Essential |
| * Knowledge and experience of working in the Criminal Justice System
 | Essential |
| * Experience of working with victims and offenders
 | Essential |
| * Experience of Restorative Approaches in practice
 | Desirable |
| * Good understanding of, and advocate for, RJ
 | Desirable |
| * Already Police vetted or willing to be Police vetted
 | Essential |
| * Excellent communication skills, oral and written
 | Essential |
| * Able to work independently while keeping others informed
 | Essential |
| * Able to demonstrate flexibility with some evening and weekend work
 | Essential |
| * Able to demonstrate enthusiasm and motivation for the role
 | Essential |
| * Clean driving licence and access to a car
 | Essential |