

JOB DESCRIPTION	Mentoring Referrals Coordinator
REPORTS TO	Mentoring Team Leader
LINE MANAGES	N/A

PURPOSE

To provide proactive telephone calls to people affected by spinal cord injury who are registered with Back Up as a result of using our services.

The role will provide a check-in with services users, introducing them to the Mentoring Service where applicable as well as directing them to our other services, sources of information and support where appropriate.

VALUES

All roles at Back Up should reflect our core values:

We embrace challenge

Challenge is central to our learning and growth; it helps us gain knowledge and skills. By finding ways to overcome challenge and move forward we gain a sense of achievement, supporting us to realise our full potential.

We have fun

We believe that having fun allows us to connect with others, whilst opening up opportunities to develop, achieve and get the most out of life, showing that there is a positive future after spinal cord injury.

We build inclusive communities

We achieve more for people affected by spinal cord injury when we work together. We are collaborative and inclusive in our approach. We embrace diversity, working with and supporting individuals, groups, and the wider spinal cord injury community, bringing people together.

We are ambitious for each other

We are driven by the needs of people with a spinal cord injury and their families. We are passionate, striving to be the best. We set high standards, and we work hard to reach them. We are proactive, push boundaries, try new approaches and we learn quickly. We recognise that failure doesn't have to equal loss, rather an opportunity for growth. We listen to what people affected by spinal cord injury want and we seek innovative responses based on their feedback.

RESPONSIBILITIES

Proactive Telephone Calls to people affected by spinal cord injury

- Proactively contacting service users who have engaged with Back Up's services, working through the database, and introducing them to the Mentoring Service where relevant and updating them on other currently available services if appropriate.
- Identify new opportunities to increase referrals and engagement, empowering individuals to connect with services that best suit their needs.
- Follow a set approach to each call, providing empathy and a sensitive approach to offering information on available services.
- Create referrals for follow up where applicable, and if necessary register them whilst on the call onto the Mentorloop platform subject to their consent (which must be recorded in the Back Up CRM).
- Lead, sustain and develop strong and effective working relationships across the Back Up team in order to share knowledge and stay up to date with changes and developments.

Administration, Coordination and Organisation

- Keep accurate records of all interactions with people affected by spinal cord injury, ensuring that enquiries are followed up where required.
- Keep the team informed of progress with the work; providing updates to your line manager and the wider team when required.
- Work as a team, consulting with others to ensure you give and receive high quality support.
- Flexibly support the team during peak periods, ensuring that increased referrals don't impact service delivery. Show a willingness to step in and assist when demand is high. This includes making matches between mentees and mentors and taking end impact measures.
- Keep your line manager informed of the issues affecting the people you communicate with, ensuring that any concerns or safeguarding issues are raised and recorded with your line manager and the designated safeguarding officer.
- Support service users by guiding the completion of relevant data collection to ensure efficiency; be that for referrals to mentoring or other services.

Other duties and responsibilities

- Maintaining accurate records on the database, adhering to all relevant policies and procedures.
- Participating in 1:1 reviews with your line manager
- Be a 'Data Champion', leading by example on the importance of good data practice and hygiene.
- Ensure compliance with the organisation's data protection guidelines

KEY RELATIONSHIPS

The post holder will be required to proactively and reactively engage with staff, volunteers and people affected by spinal cord injury, including but not limited to;

- Back Up Services staff and volunteers
- Back Up Fundraising staff and volunteers
- Back Up Communications staff
- Back Up's Senior Management Team
- Service Users and their families

PERSON SPECIFICATION

Requirements:

- Work flexibly within a team and communicate well with other colleagues, ensuring transparency and accountability in their work and that colleagues, including managers, are briefed on potential issues.
- Take a proactive approach to problem solving.
- Appreciate and learn from others to inform your work.

The postholder will need to be highly organised in relation to their work and in time management, with excellent attention to detail with the ability to adapt to the nature of the calls being made and any issues that may arise. This role focuses on facilitation and coordination rather than mentoring, so maintaining clear boundaries is essential.

The postholder is specifically required to work in a proactive manner, identifying problems and proposing solutions and alternative courses of action whilst promoting Back Up's values at all times.

The postholder will be required to:

- Use Back Up's electronic communications systems, database, spreadsheets, word processing packages and templates competently and promote good data management practices. Support the wider teams to analyse, interpret and present data and information to highlight positive outcomes, issues and risks to support and enable decision making.
- Adhere to risk and safeguarding management plans and ensure service procedures for managing risk are followed, seeking appropriate advice and authorisation from managers where required.

Essential Requirements:

- Excellent skills in the use of MS Office365 suite of products
- Relevant qualifications and training – or demonstrable experience relating to the role responsibilities
- Knowledge acquired through experience or training.
- Commitment to continued professional development

Skills and Abilities:

- Strong skill and confidence in the use of the relevant computer software and database solutions.
- Ability to build constructive positive relationships with both external and internal contacts to achieve results.
- High level of interpersonal skills, tact and diplomacy to relate positively to stakeholders and promote good relationships.
- Ability to act on own initiative to achieve targets
- Excellent planning skills and disciplines
- Ability to communicate confidently with people at all levels
- Ability to represent Back Up appropriately to service users, senior managers and partners.

Experience:

- Demonstrated experience in the management and coordination of tasks and programmes of work.
- Demonstrated experience of providing telephone or online based support to vulnerable groups.
- Experience of managing a workload with competing demands.
- Experience of working individually as well as part of a team
- Experience in managing projects (desirable)
- Personal experience of spinal cord injuries and the issues surrounding them (desirable).

Knowledge of:

- Spinal cord injury or physical disabilities
- Basic knowledge of Back Up's services, (training provided).