JOB TITLE: Referrals and Care Plan Coordinator

LOCATION: Helen Bamber Foundation Office - Camden, London

RESPONSIBLE TO: Head of Legal Protection

CONTRACT: Permanent, full time

SALARY: £25,750 p.a.

BENEFITS: 27 days holiday (pro rata) plus 4% matched pension contribution

BACKGROUND

The Helen Bamber Foundation (HBF) is a pioneering Human Rights charity supporting refugees and asylum seekers who are the survivors of trafficking and torture. The people we work with have been subjected to atrocities including state-sponsored torture, human trafficking, religious and political persecution, forced labour, sexual exploitation, and gender-based and ‘honour-based’ violence. Recognising the complexity of each client’s suffering and needs, HBF offers specialist services within a Model of Integrated Care encompassing: therapy; medical advice; legal protection; counter-trafficking support; housing & welfare advice; and community and integration.

HBF exists to ensure that all survivors of trafficking and torture are free and healthy (both physically and mentally), are safe, are protected from re-victimisation, detention and poverty, and have the ability and agency to integrate in and contribute to the communities around them. HBF also uses its unique expertise to drive change and improve practice and policy for all survivors.

We are innovative, ambitious and compassionate. The bravery and resilience of our clients is an inspiration to all the team at HBF.

ABOUT THE ROLE

This role has two primary purposes; to coordinate the review and decision-making of all referrals to HBF for our MoIC and MLR only service, and to manage the implementation of the client care plans, 6 month and annual reviews for all existing clients.

The role will involve working both collaboratively within HBF’s multidisciplinary team, and in a front-facing capacity to communicate clearly with external agencies, new clients and their supporting third parties. The post holder will be responsible for enabling the multidisciplinary team make well-informed decisions about who we accept into our organisation, and that these decisions fall in line with HBF’s remit, suitability criteria and capacity limits. They will ensure that those we are unable to accept are adequately signposted and that all new and existing clients’ care plans are delivered effectively by the MoIC team. This will include meeting with all new clients in person to discuss their individual care plans and welcome them to HBF’s service.

The person in this role will be hearing and reading a high volume of traumatic and distressing material and, whilst they will be supported by the team, they should also be able to demonstrate knowledge of good self-care principles in an intense work environment.
HBF is an equal opportunities and Living Wage employer. We are committed to attracting and recruiting diverse candidates as we are keen to make sure that our staff, trustees, volunteers and ambassadors reflect the communities we serve and the wider community we work in at every level within the organisation.

Key Duties and Responsibilities

Coordination of incoming Referrals:
- Review and promptly respond to all incoming referrals to the Foundation for both our MoIC and MLR only service by assessing suitability and identifying primary needs in each case, and identifying further information required before our MoIC team can make a decision;
- Liaise with referrer and relevant supporting third parties to collate all information required for MoIC team to make decision on referrals; responding to incoming queries regarding potential and ongoing referrals;
- Prepare thorough summaries of all suitable referrals to present at regular multidisciplinary meeting, identifying key issues and vulnerabilities relating to the person’s legal case, housing and financial circumstances, physical and mental health, and social wellbeing;
- Chair regular multidisciplinary referrals meeting where decisions on suitable referrals are made;
- Respond to all referrals with outcome, including signposting those people we are unable to accept into our service;
- Oversee and record the care of those who attend HBF on a walk-in basis, including ensuring the walk-in policy is correctly followed, and dealing with walk-ins where necessary; and
- Work closely with staff across the MoIC team to determine changing capacities across the service.

Coordination of client care plans and assessment:
- Work closely with therapy team and appointments administrator to identify all clients either awaiting a care plan, or requiring further support following a six month or annual reviews;
- Chair fortnightly multidisciplinary meetings to discuss care plans, six month and annual reviews and document all care plans and review summaries to ensure that our clients’ outstanding needs identified and addressed adequately;
- Following multidisciplinary discussion, prepare and deliver care plan to new clients through in-person welcome appointments, to ensure new clients understand and support their care plan;
- Prepare and send brief care plan summaries to referrers/point of contact for those people we accept into our service; and
- Collaborate with MoIC departments about specific client cases; acting as a main point of contact between new clients and other HBF staff new client or third parties queries as they arise.

Other duties:
- Recruit and supervise volunteers where necessary;

Throughout all aspects of the role:
- Respect for client confidentiality at all times in line with HBF’s confidentiality agreements and consent forms;
- Ensure accurate and timely record keeping of client data in CMS and participate in gathering data when required for monitoring and evaluation in line with organisational KPIs;
- Attend HBF’s staff training days, meetings and any departmental meetings when required;
- Attend forums and meetings with relevant external agencies to promote HBF, share information and keep knowledge up to date;
- Promote of the aims, principles, policies, interests and wellbeing of the Foundation and to protect its integrity and reputation at all time;
- Support the organisation at special events and initiatives.

Essential knowledge and skills:
- Understanding of, and commitment to, the objectives of the Helen Bamber Foundation;
- Knowledge of the challenges facing vulnerable clients including asylum seekers, refugees and survivors of torture, human trafficking, and a demonstrable empathy for this client group;
• Ability to keep up to date with legislation, case law, policies and procedures relating to victims of human trafficking and welfare, housing and immigration;
• Excellent organisational skills including accurate and timely recording of casework and data, and ability to manage high volume of referrals;
• Excellent communication and interpersonal skills, the ability to deal with vulnerable people in a sensitive manner and manage relationships with professionals and colleagues from different disciplines and organisations;
• Strong attention to detail and accuracy and ability to synthesize key points from large volume of legal and medical documents;
• Excellent IT skills including the use of databases, email, word processing;
• Awareness of confidentiality/data protection; and
• Flexibility and willingness to undertake other duties as required.

Desirable knowledge and skills:
• Knowledge of the rights and entitlements of asylum seekers and refugees;
• Knowledge of the UK human trafficking and asylum system, including immigration detention;
• Knowledge of the availability of therapy, medical, advice and support organisations for migrants and asylum seekers in London; and
• Experience of working directly with vulnerable migrants.

Other skills
• Respect client confidentiality in line with internal procedures and legal framework held by HBF;
• Promote the aims, principles, policies, interests and wellbeing of the charity and protect its integrity and reputation at all times; and
• Undertake other reasonable duties in line with the responsibilities of the post as deemed necessary by line management.

Please note that the successful candidate will be offered the job subject to suitable references and a DBS check. This role will require disclosure of both the adult and child barring lists. If appointed you will be required to give your consent to HBF to receive regular updates on your criminal records status throughout your employment.

Please submit an up to date CV and a covering letter by [9am Thursday 10th September 2020] by outlining your relevant skills and experience, as well as how your previous experience that matches the listed responsibilities and person specification to jobs@helenbamber.org. Please state in your covering letter when you would be available to start the role. Interviews are scheduled to be held on [18th September 2020] will be conducted via Zoom.

We particularly welcome applications from those with BAME backgrounds.

For any queries, please call 0203 058 2020 and ask to speak to Kat Hacker at kat@helenbamber.org. We regret that we can only respond to applicants who make it to the interview stage. No agencies.