

Job Description, Kirklees Better Outcomes Partnership (“KBOP”)

**Role:** Referral Assessor with a social enterprise working to tackle the challenge of rising homelessness in West Yorkshire.

**Location:** Kirklees

**Position:** Permanent

**Start Date:** As soon as possible

**Deadline:** 10<sup>th</sup> January. Interviews to take place in mid-January.

### **Background**

A unique and exciting opportunity to support the implementation and delivery of an innovative programme delivering floating support services to vulnerable people in West Yorkshire, helping reduce homelessness in the area. The programme will be working with 6,000 vulnerable people in Kirklees, helping them to secure accommodation and giving them the skills required to sustain these tenancies independently over time. Kirklees Better Outcomes Partnership (“KBOP”) is a social enterprise that has won the contract with Kirklees Council to oversee the delivery of this programme. <https://www.kirkleesbetteroutcomespartnership.org/>

The project is an outcomes contract where we will be paid for achieving positive social outcomes for our clients relating to accommodation, education, employment and improvements in wellbeing. This model allows flexibility in how the service is delivered with a focus on evolving the service delivery model over time to best achieve the target outcomes for the people we support. KBOP is in partnership with a group of 9 local charities and social enterprises (the Delivery Organisations) that have been delivering floating support services in Kirklees for over 15 years. These organisations have the front-line delivery expertise to provide support to people with a range of needs. These include; individuals who are homeless or at immediate risk of becoming homeless, individuals with mental health or substance misuse issues, victims of domestic violence, ex-offenders as well as other groups. The role of KBOP will be to drive continuous improvement across the service, set the strategy for the programme, and manage key stakeholder relationships, including with Kirklees Council, the service commissioner.

KBOP is financially backed by Bridges Fund Management, a social investor. Bridges has a mission to provide capital and support to help social sector organisations deliver outcomes contracts. They do this through their investments in Social Impact Bonds (SIBs) and have, to date, invested in over 30 SIBs across various sectors (<http://www.bridgesfundmanagement.com/for-investors/bridges-social-impact-bond-fund/>).

## Role Outline and Description

The focus of your work will be to oversee the referral process on behalf of KBOP. You will report to the Service Manager. The Data and Operations Analyst will also actively participate in the design and refinement of our systems and approaches to support greater collaboration across Kirklees Council and the delivery organisations. You will play a critical role in ensuring that individuals are referred on to the services in a timely manner and contribute towards reducing the level of inappropriate referrals to providers and time spent on Delivery Partner waiting lists.

### Your Challenge (detailed view)

- Referral management
  - Review and allocate clients to the most suitable service providers based on an assessment of their needs
  - Carry out further assessment of referrals where information is incomplete or unclear
- Managing external relationships:
  - Liaise with referral agencies to ensure that they understand the referral process and criteria working to reduce the risk of inappropriate referrals
  - Liaise with provider network to ensure that reallocation of inappropriate cases is carried out swiftly to prevent adverse negative impact to clients
  - Communicate with prospective clients to illicit further information in order to ascertain most appropriate referral
  - Track and identify inappropriate referral patterns and raise issues with the Service Manager
  - Raise and discuss any issues with counterparts at Delivery Organisations as needed
- Other
  - Provide guidance to new referral agencies as and when required on completion of documents
  - Work with the Service Manager, referral agencies, Delivery Partner Organisations / Kirklees Council system managers to continually review and refine the referral process and documents in order to make it as streamlined and efficient as possible
  - Develop and deliver awareness sessions if required to the network to support Delivery Partners system understanding
  - Prepare supplementary information for meetings as and when required

### About you

You will have the following skills, knowledge and competencies:

#### Essential

- Desire to support a unique impact-led project
- Good interpersonal skills and ability to build rapport with a range of stakeholders
- High level of IT literacy with exceptional competence in excel
- Ability to work with minimal supervision
- Problem-solving skills
- Good analytical skills
- A methodical and logical approach
- The ability to plan work and meet deadlines
- Accuracy and attention to detail
- Team working skills
- Written and verbal communication skills

- Adaptable and comfortable working in a fast-paced environment

#### Desirable

- Experience of working in a Local Authority context
- Experience of assessing referrals into or delivery of support services in Kirklees

#### **Recruitment Details**

The salary of the post holder is expected to be within £20-£25k will be negotiable based on their current arrangements, knowledge and experience.

Expressions of interest should be no more than 1 side of A4, detailing how each candidate meets the requirements of the role description and the key competencies. Interviews are expected to take place week commencing 20<sup>th</sup> January 2020 with the intention that the successful candidate will be able to commence their duties as quickly as possible.

Applicants to the role should send their CV and expression of interest to [recruitment@kbop.org](mailto:recruitment@kbop.org) by 10th January 2020.