



Thriving Families

Improving the lives of families in the Highlands

Role description and person specification

Role: Referral Coordinator

Hours: Part-time (20 hours per week)

Salary: £24,843 (£13.65 per hour) pro-rata (full time = 35 hours per week)

Holidays: 37 days/259 hours per annum including public holidays (pro-rata)

Place of work: Hybrid – working from home (laptop and other equipment will be provided) and within our office base at the Pines, Drummond Road, Inverness (post holder needs to be within commuting distance of Inverness).

Pension: 3% employer contribution

Contract: One year initially, with the expectation of renewal on a permanent basis.

Reports to: Senior Family Support Worker and Chief Officer

Closing date: Sunday 28 September 2025 (midnight)

Provisional interview date: w/c 6 October 2025, in person interviews planned with MS Teams option if required e.g. due to adverse weather conditions.

Application notes:

For a confidential discussion, please contact Chief Officer Sarah Fowler (sarah.fowler@thrivingfamilies.org.uk)

Applications should be sent to sarah.fowler@thrivingfamilies.org.uk with the subject line 'Application for employment' and include the following:

1. A CV, not more than two sides of A4 and including two referees, one of which should be your current or most recent employer. Referees will only be contacted if we make you a conditional offer of employment.
2. A Letter of Application to include
 - What attracted you to the role (maximum 200 words)
 - A general statement in support outlining how your knowledge, skills and experience meet the essential criteria listed in the person specification (maximum 1000 words)

All applications will be acknowledged, and candidates will be kept informed on the progress of their application.

Please note: When we shortlist the applications to see who we will interview, we will score the applications against the criteria in the person specification, looking for evidence that the applications meet the essential criteria. Please evidence how you meet the person specification in your application.

About Thriving Families

Our charity (previously known as Chip+) has been supporting families in the Highlands for over three decades. Our goal is to be the 'go to' organisation known for improving the lives of families in the Highlands by giving them confidence, empowering them to know their rights, know what questions to ask and have their voices heard.

We are currently commissioned to provide an independent information, advice, and support service for families with children (up to age 25) with additional support needs, and the professionals working with them. An additional support need is anything which means a child needs more, or different, support to another child the same age to make the most of their lives.

Find out more about us on our website (<https://www.thrivingfamilies.org.uk/>) and social media page (<https://www.facebook.com/thrivingfamilies>).

About the role

Our charity offers one-to-one holistic information, advice and support to families across Highland via phone/email/online, supporting and enabling them to improve their lives by building their confidence, empowering them to recognise their personal expertise and value. We further help families to implement practical support strategies, access services, know their rights, and have their voices heard.

Our Referral Coordinator is the first point of contact for our service users, whose main tasks involve operating our waiting list and triage system. They also complete a range of administrative tasks and supports with service delivery activities such as outreach events.

Our team are working towards the following outcomes for families:

- Reduced isolation – building relationships with others
- Improved resilience – enabling coping mechanisms at a time when the usual strategies and services may not be available
- Improved access to information, support and advice
- Improved recognition of own strengths
- Improved mental health and well-being

- Increased confidence to make positive changes

As a small charity, team work is integral to our success and effective functioning. Due to the nature of our work and the vastness of Highland, team members sometimes share responsibility for a range of tasks such as communications, fundraising, service strategy, and monitoring, which are typically served by dedicated posts in larger organisations.

Responsibilities and duties

The Referral Coordinator will support the charity by:

- Providing emotional support, tailored information, and a 'listening ear'.
- Answering enquiries in a confidential, caring, professional and supportive manner.
- Providing information timeously by phone, email, online or face to face.
- Signposting/referral to relevant and appropriate sources of information and support
- Overseeing our referrals process, including communication with service users, data capture, maintaining our referral form, scheduling appointments and supporting triage.
- Overseeing data input on our data management system (Salesforce).
- Supporting with resource development, including our websites.
- Interacting with social media platforms in line with the Thriving Families brand.
- Informing service users about the rights of children and young people in line with appropriate legislation including the Additional Support for Learning Act, the Children and Young People Act, the Carers Act and the UNCRC.
- Providing service users with information and advice which develops their knowledge and understanding about the needs of their children and young people who have additional support needs (ASN).
- Keeping up-to-date and accurate records in line with GDPR requirements and best practice, for both case management and monitoring/evaluation purposes.
- Supporting the day to day running of the charity as required by the Senior Family Support Worker and Chief Officer e.g. outreach events.

Other duties

- To consider the charity's brand proposition and strategic plan across all service delivery and development activities.
- Attend meetings and events, representing the charity and the voices of service users.
- To attend, participate in, and keep a note of team meetings.
- To participate in support and supervision.
- To attend Board meetings as required.
- To attend relevant training.
- To establish and maintain relationships with national/local organisations and networks relevant to the charity.
- Maintain high quality standards of service delivery, including planning, knowledge exchange, monitoring and reporting.
- Produce written reports for relevant audiences, including input to the Strategic Plan.
- Comply with the charity's policies, procedures and working practices.

- To support the charity with general administration tasks as required.
- To carry out any other duties as may be determined from time to time by the Chief Officer or Senior Family Support Worker, which may be reasonably required of the post holder.

Person specification

Essential	Desirable
<ul style="list-style-type: none"> • Standard grade or equivalent in English and Maths* • Experience of operating digital platforms including case management systems, websites and social media spaces. • Skilled in use of Microsoft Office365 including Microsoft Forms, Word, Outlook, and Sharepoint. • Experience of working with families. • Excellent interpersonal skills - the ability to network and build relationships with a wide range of settings. • Knowledge and understanding of the issues faced by carers of children with additional support needs • Ability to balance empathy with professionalism in supporting service users. • Experience of working in a team and contributing to service development. • Experience of developing excellent working relationships with colleagues from other organisations. • Excellent written and verbal communication skills 	<ul style="list-style-type: none"> • Understanding of the workings of Local Authority and NHS • Experience of collecting and managing data • Experience of monitoring and evaluation • Knowledge of GDPR, data protection legislation and good practice • Experience of service development <p><i>* We recognise that many people who have no formal qualifications find a path to working in the Third Sector. In keeping with our commitment to equal opportunities we do not wish to present unnecessary barriers to those who can demonstrate their ability to meet all essential (and many desirable) criteria for this post.</i></p>

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| <ul style="list-style-type: none">• Ability to work autonomously, manage workload and prioritise tasks• Ability to be resilient and adaptable, recognise the need for change and effectively manage it• Full driving licence and access to a car• PVG membership (upon job offer) | |
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