**Cygnet Health Care**

**Job Description**

|  |  |
| --- | --- |
| Job title | Referrals Assistant |
| Department | Commercial Department |
| Reports to | PICU/Acute Manager |
| Salary Details | £21500 – 25000 depending on experience per annum (pro rata) |
| Base/location | Bury |
| Hours per week | 37.5 (8 hour shifts Inc. split shift weekends) |
| Contract type | Permanent |

**Introduction**

Cygnet Health Care, founded in 1988 is one of the UK’s largest independent providers of mental healthcare pathways. Our organisation provides care to a wide range of individuals with psychiatric illnesses and disabilities, with services at sites located across England.

The post of Referrals Assistant would suit an organised individual who is looking to gain experience of handling NHS customer enquiries, navigating NHS funding systems to obtain approval for admission, and an understanding of referral processes. The successful candidate will demonstrate a proactive approach to work, excellent interpersonal skills and an aptitude for working with colleagues to ensure that deadlines are met, and referral conversion rates are at an appropriately high level.

**Job Summary:**

To assist with Cygnet’s referral processes to improve conversion rates, occupancy and ensure that customers have a positive experience of referring to the group. This will be achieved by improving compliance with corporate timescales for assessments and communication with referrers; assisting units with follow-up on referrals, waiting list management, and enabling a smoother process for cross-referrals from one unit to another.

On the job training will be provided to the successful candidate.

This job description is not exhaustive, and the role would require the undertaking of associated reasonable requests.

**Responsibilities**

**To ensure that customers have a positive experience of referring to Cygnet services.**

* To work with the referrals team in delivering an excellent referral management service to all referrers, funders and colleagues.
* To monitor compliance with corporate referral timescales and assist units in meeting deadlines, where required.
* To ensure that customers are provided with regular updates regarding service users on the waiting lists. To offer a bespoke call-back service if beds are full in PICU and Acute services following any discharges.
* Act as a point of contact for referrers and colleagues in relation to any referral related enquiries.
* To answer referral line calls within 3 rings – supported by referrals manager when all referrals assistants are engaged.

**Improving Conversion Rates for referrals**

* To build and maintain effective working relationships with customers and colleagues.
* To ensure units are provided with all the necessary information to enable them to process each referral.
* To communicate the outcome of referrals, ensuring that the referrer has all the information required to complete a funding form. To offer any alternatives should a bed not be available at the preferred service/ offer a call back service should a bed become available.
* Ensure that any recommendations to revisit the referral at a later date are followed through.

**To provide a point of continuity for cross-referrals between Cygnet services**

* Manage the cross-referral process where a referral is turned down by a service, but a more suitable alternative is available within the group.
* Support teams to avoid duplication of work by ensuring that information is shared across services
* Manage communication with the referrer and check that they are happy for the cross-referral to take place

**To ensure referral data is up to date and maintained**

* To ensure that referral data is maintained on the e-REFER system.
* To ensure that all enquires that we cannot help with are logged.
* To ensure that units response times are recorded accurately.

**Other**

* To assist with annual leave cover for colleagues to ensure the referral management service is maintained.
* To act in accordance with all Cygnet Health Care policies.
* To act in a fully confidential manner, both patient and business confidentiality.
* To attend annual mandatory training.
* To comply with escalation procedures for rejected and delayed referrals

**Note**

This job description will be reviewed by the post holder and line manager and will form part of the process of annual appraisal and performance review.

This document is a guide to the duties of the post and not an inflexible, exhaustive specification. It is subject to review and may be altered by mutual agreement in light of future developments.

**Signed……………………………… Date…………………….**

***(Name, Job Title)***