

# THE AMBER FOUNDATION - JOB DESCRIPTION

## Admissions Coordinator



The safe recruitment of staff in Amber is the first step to safeguarding and promoting the welfare of children and young people in our services. As an employer, Amber expects all staff and volunteers to share this commitment.

<b>Job Title</b>	Admissions Coordinator for Supported Accommodation (Young People)
<b>Department/Location</b>	Hybrid (with regular visits to centres)
<b>Responsible to</b>	Operations Manager
<b>Hours of Work</b>	37.5 hours
<b>Salary</b>	£30,000.00

### Summary of Position

- Admissions Coordinator for Supported Accommodation (Young People) is responsible for facilitating the referrals, assessment and admission process and providing support to young individuals transitioning into our residential centres located in Devon, Kent, Surrey and Wiltshire. This role involves coordinating admissions, assessing individual needs and risks, liaising with stakeholders, and ensuring a smooth transition for residents entering the centre.

### Primary Responsibilities, Tasks and Duties:

- **Admissions Coordination:**
  - To facilitate the intake process for young people seeking admission to our residential programme.
  - To complete initial screening of all referrals and to request and collate additional information prior to assessment.
  - To schedule assessments for young people with Service Manager(s) by telephone, phone and in-person at the centres.
- **Monitoring:**
  - Monitor all incoming referrals to each residential centre. Ensure that all referrals are acknowledged and responded to within 24 hours of receipt.
  - To work closely with Service Managers at each residential centres to monitor bed spaces, admissions, leavers and voids.
  - To monitor and respond to all emails sent to our general admissions email address.
- **Marketing:**
  - Monitor volume of referrals by centre and pro-actively market and promote Amber to external referral partners in collaboration with the Communications Team.
  - Build and maintain positive working relationships with referral partners by telephone, email and in-person.
  - Arrange visits, presentations and attendance at team meetings with referral partners as and when required.
  - Distribute marketing and promotional materials to existing and new referral pathways.
- **Assessment:**
  - Conduct comprehensive assessments of young people on an ad hoc basis, including assessment of their support needs and risks including physical, emotional, and social requirements.
  - Complete pre-admissions outcome measures with young people prior to them entering the service.

- **Support Planning:** Develop individualised support plans of those that you assess in collaboration with residents pre-admission, addressing their specific needs, goals, and aspirations.
- **Liaison:** Act as a liaison between young people, families, social services agencies, local authorities, centre staff and other stakeholders to ensure effective communication and collaboration.
- **Resource Referral:** Connect residents with community resources and support services in advance of their admission to enhance their overall well-being and independence.
- **Documentation:** Maintain accurate and confidential records of resident assessments, support plans, progress notes, and other relevant documentation.
- **Reporting:**

-Ensure that all data for referrals and admissions is recorded accurately and consistently.

-Work in collaboration with Impact & Evaluation Manager to produce regular reports

-Complete quarterly monitoring and annual reports for contracted bed spaces using quantitative and qualitative data.

- **Advocacy:** Advocate for the rights and interests of young people in our services, promoting autonomy, empowerment and self-determination.
- **Continuous Improvement:** Participate in programme evaluations, identifying areas for improvement and implementing strategies to enhance service delivery and resident outcomes.
- **Collaboration:** Collaborate with interdisciplinary teams, including centre staff, social workers, healthcare professionals, and educators, to provide holistic support to residents.

### Personal Specification

- Preferably a Bachelor's degree in social work, psychology, criminology, counselling, or a related field.
- Previous experience working with young people and/or those with complex needs in a social services or residential setting would be an advantage.
- Knowledge of youth development principles, trauma-informed practice, and strength-based approaches.
- Strong communication, interpersonal, and conflict resolution skills.
- Ability to work independently and as part of a team in a fast-paced environment.
- Proficiency in Microsoft Office suite and database management.
- Understanding of relevant legislation, regulations, and best practices in the field of youth services.
- Valid driver's license and access to own vehicle and/or reliable transportation.
- Flexibility to travel to each residential centre on a quarterly basis.
- Excellent organisational and prioritisation skills, an ability to work flexibly and to meet deadlines.
- Respect and reflect The Amber Foundation's values at all times.
- Excellent attention to detail.
- Proactive and able to use initiative.
- Discretion and the ability to handle confidential matters sensitively.

**In addition, this post is subject to successful completion of an Enhanced disclosure from the Disclosure and Barring Service.**