Referral Line Addendum

The purpose of the Referral Line Service is to be the initial point of contact for external agencies. who may want to refer service users in for support and/or to answer general enquiries. The role will include the following duties:

* To be based at the Pankhurst Centre
* To answer all incoming calls regarding referrals and enquiries
* To assess the needs of service users ensuring their safety at the point of contact
* To upload all referrals onto Oasis and attempt contact within 48 hours
* To complete initial DASH assessments of risk where appropriate.
* To provide advice on housing, safety, and civil options where appropriate
* Ensure all relevant case management has been completed on time; case notes, DASH, service user information etc…
* To assist with the Drop In Service when necessary
* To assist any service user coming to the Pankhurst Centre for domestic abuse related support.
* To report any safeguarding concerns to the relevant Line Manager
* To work to Leading Lights standards