

Referrals Manager

Job Description

Referrals Manager – Therapeutic Residential Family Assessment Service

Responsible to: Registered Manager / Responsible Individual

Hours: Full-time (35 hours per week)

Location: Stockport (with engagement across North West local authorities)

Salary: Dependent on experience

About the Service

Flourish provides a **therapeutic residential family assessment service**, supporting parents and children through structured, evidence-informed assessments within a safe, nurturing, and trauma-aware residential environment.

Our work is underpinned by therapeutic practice, reflective supervision, and a strong belief in relationship-based assessment. We work in close partnership with local authorities to deliver high-quality assessments that inform permanency planning, safeguard children, and support parents to make meaningful and lasting change.

Purpose of the Role

The Referrals Manager plays a vital role in ensuring that families who are referred to the service are **appropriately matched, well supported from the outset, and offered timely access to assessment**.

Working at the interface between local authorities and the residential assessment team, the Referrals Manager will manage referrals with **care, professionalism, and clinical curiosity**, while building and sustaining strong, trusting relationships with local authority commissioners—particularly across the North West.

This role is central to ensuring the service remains responsive, accessible, and aligned with its therapeutic ethos, while operating safely and effectively at capacity.

Key Aims of the Post

- To facilitate timely, well-informed admissions to the therapeutic residential family assessment service

Referrals Manager

- To ensure referrals align with the service's therapeutic model, Statement of Purpose, and risk framework
- To build and maintain **positive, collaborative relationships with local authority commissioners and social work teams**
- To support high-quality assessment outcomes for children and families through effective referral coordination

Key Responsibilities

Therapeutic Referral Management

- Receive and review referrals for therapeutic residential family assessments
- Assess referrals thoughtfully, considering risk, capacity, therapeutic suitability, and the needs of both parent and child
- Work collaboratively with the Registered Manager, Deputy Manager and/or Assessing Social Workers to gain a comprehensive understanding of the needs of families currently in placement, ensuring Impact Risk Assessments for new families are completed robustly
- Liaise with local authorities to clarify information, expectations, and assessment aims
- Ensure families experience a clear, respectful, and well-supported transition into the service

Commissioner & Professional Relationships

- Act as a consistent and reliable point of contact for local authority commissioning teams and social work professionals
- Build and sustain **strong professional relationships based on trust, transparency, and shared outcomes for children**
- Communicate the service's therapeutic approach clearly and confidently to commissioners
- Participate in placement planning discussions and contribute to positive multi-agency working

Internal Collaboration & Therapeutic Alignment

Referrals Manager

- Work closely with the Registered Manager, Deputy Manager, clinical/therapeutic leads, and residential assessment team
- Ensure referral decisions are informed by staffing, skill mix, and the therapeutic needs of families, and the impact risk assessment
- Support reflective discussions around suitability and risk at the point of referral and admission
- Contribute to a culture of learning, reflection, and continuous improvement

Monitoring, Recording & Quality Assurance

- Maintain accurate and sensitive referral and placement records
- Monitor occupancy and referral patterns to support service planning
- Provide referral and activity reports to senior management, with a focus on quality as well as timeliness
- Ensure all referral activity complies with regulatory requirements, safeguarding standards, and internal policies

Person Specification

Essential

- Experience gained within a **busy referrals team** in children's social care or a related setting
- Strong understanding of **local authority commissioning processes**
- Demonstrable ability to build and maintain effective professional relationships with commissioners and social work teams
- Clear understanding of trauma-informed and therapeutic approaches to working with families
- Excellent communication skills, with the ability to convey complex information sensitively and clearly
- Highly organised, reflective, and able to manage competing priorities

Desirable

Referrals Manager

- Experience of working with or making placements into a **therapeutic residential family assessment centre**
- Background in residential children's services, family assessment, or specialist parenting provision
- Knowledge of the North West children's services commissioning landscape

What This Role Contributes to

- Families feeling welcomed, informed, and supported from the point of referral
- Assessments starting promptly and being well-planned and purposeful
- Strong partnership working with local authorities
- Positive outcomes for children through high-quality, therapeutic assessment practice
- Shares our commitment to safeguarding, reflective practice, and positive outcomes for children

In return, we offer:

- A supportive, reflective working environment
- A service rooted in therapeutic values and relationship-based practice
- The opportunity to play a key role in shaping families' journeys and assessment outcomes

If you are motivated by meaningful work, partnership with local authorities, and delivering high-quality therapeutic assessments for families, we would welcome your application.

**To apply, email your CV and a cover letter to
Siobhan.Irving@FlourishFostering.co.uk**