



REFERRALS COORDINATOR (CENTRAL)

INFORMATION PACK

APPLICATION DEADLINE
Tuesday 31 March

INTRODUCTION

Thank you for your interest in the Referrals Coordinator (Central) post. This information pack outlines the role and provides information about Safe Families and Home for Good.

SEEING CHILDREN & FAMILIES FLOURISH

At Safe Families and Home for Good, we have a vision rooted in hospitality, justice, belonging and collaboration. **Together, we hope for a society where no family feels alone, and every child has a home where they can flourish. We believe the Church is central to this vision.** Through our family support programme, we connect volunteers from local churches and communities with families who are isolated and overwhelmed. These volunteers offer friendship, practical help, and a listening ear – building relationships that restore dignity, reduce pressure, and help families stay together. It's grassroots, relational, deeply personal and all about creating communities of true welcome and belonging.

At the same time, we walk alongside those exploring fostering, adoption, or supported lodgings - offering guidance, support, connection and advocacy. We want to see more people open their homes to children in care, and more churches equipped to wrap around those who do. Because, when children sadly do need to come into care, they deserve to be welcomed into homes and communities that are safe, stable and full of love.

Alongside delivering practical support, we're committed to systemic change. We take a hopeful, innovative approach, not just calling for change but demonstrating how it can be achieved. By amplifying the voices of children, young people, and families with lived experience we seek to bring transformation to the structures that can lead to families being isolated and children without support. And by



sharing the expertise and knowledge of our teams on the ground through training, courses and resources we ensure all are able to play their part in change.

We believe that deep and lasting transformation can only occur when we collaborate with others and so, through partnering with and equipping local authorities, policymakers, and faith communities, we reimagine what true care and community can look like.

Join us, together we can create a society where no family feels alone, and every child has a home where they can flourish.

Kat Osborn and Tania Bright
Co-CEOs



Our deep-rooted Christian faith is the foundation of our values, so we act with:

HOPE

We believe that change is always possible.

We sit with one another in the messiness of life, holding firmly to an attitude of hopefulness.



COURAGE

We champion justice and advocate for change.

We step into challenging spaces, have difficult conversations, and remain steadfast in uncertainty.



INTEGRITY

We do what we say we will.

We build authentic, transparent, and enduring relationships.



COMPASSION

We love the one in front of us with generosity, dignity and grace.

We seek to ensure everyone is seen, heard, and valued.



TOGETHERNESS

We intentionally choose to work alongside others.

We seek to partner, collaborate, and empower.



THE CENTRAL REGION

The Central Region covers the West Midlands, East Midlands and East of England. Our team includes over 30 staff and around 1,700 volunteers. In the past 12 years, we've supported approximately 3,200 families, 7,500 children, 100 care leavers and 60 parents who previously had children removed from their care. In the last year, we've also received around 150 enquiries about fostering, adoption and supported lodgings.

This is an incredibly supportive and empowering team, who are dedicated to the vision and mission of Safe Families and Home for Good. We are excited to get to know and learn from each new team member and are delighted that you are interested in joining us!

HELEN CRANDLEY
Regional Director



Figures accurate as of 1st March 2026





TAM'S STORY

Tam had 2 young children when she needed to move into temporary accommodation for and her children's safety. She grew up in care and had no support network but desperately wanted to do the best for her children.

Safe Families were able to put 5 volunteers from 2 local churches around Tam and over a period of 18 months. They all played different roles in helping her gain the confidence she needed to start to thrive.

Peter and Vivienne would help look after the children and became like the grandparents they never had.

Ray and Sue helped Tam find a home and taught her how to look after the garden - they even built a shed together.

Mary would grab shopping for Tam and be someone she could speak to when she needed to connect.

Tam said "They were so supportive. I couldn't ask for more. When you are in a bad place they help make it positive. So you're not on your own."

WATCH TAM'S STORY

Scan the QR code or visit safefamilies.uk/tams-story



WHEN VOLUNTEERING OPENS NEW DOORS: ANNABEL'S STORY



Annabel and her husband Justin always hoped for a larger family. Their two sons brought them joy, but the feeling that someone was missing lingered, reinforced one day when her youngest said, 'Mummy, I always feel like someone is missing.'

That moment stayed with her. When friends at church shared their fostering experiences and gave them the Home for Good book, Annabel began to wonder if it could be right for them too.

A presentation at her church from Safe Families gave her a way to explore that possibility without committing straight away. After chatting with the team, her family began volunteering.

They were matched with a mum who had two children. For over a year, Annabel's family cared for the baby every other weekend so his mum could rest and spend time with her older daughter. Her sons embraced it, and Annabel built a strong connection with the mum, staying in touch long after formal support ended.

That experience gave them the confidence to take the next step. Annabel and Justin contacted Home for Good and were supported as they trained and became short-term foster carers for babies and toddlers. It suited their family well, and even brought out a nurturing side in their youngest son they hadn't seen before.

'Once we started foster caring,' shared Annabel, 'Home for Good employed their first worker in Wales where we were based. He was such a support to us.'

He helped them connect with a local network of foster carers and adopters, offering encouragement and shared understanding that made a real difference.

After fostering four children, the time came to step back. The experience had left a lasting mark. Annabel is now training as a social worker and continues to speak up for children in care as a Home for Good Church Champion.

OVERVIEW OF REFERRALS COORDINATOR (CENTRAL)

The position of Referrals Coordinator offers an exciting opportunity to join the staff team at Safe Families and Home for Good. It is a demanding but also highly rewarding role offering the successful candidate the opportunity to make a real impact in the lives of struggling families and care leavers.

You would work as part of the Central team which includes Nottingham, Derby, Birmingham and Lincolnshire.

The Referrals Coordinator role is an essential component of the team which sets the foundation for transformational family support through the wider team of dedicated staff and volunteers. It is an ideal role from which to explore and learn about working in the health and social care sector whilst belonging to a highly supportive team of other professionals.

We are looking for someone who is a real people person who can communicate effectively and in line with Safe Families and Home for Good values, whilst also being very organised able to follow clear processes.

EMPLOYMENT INFORMATION

JOB TITLE

Referrals Coordinator (Central)

LOCATION

Based out of our Nottingham office.
(Flexibility to work from home up to 40% of the week)

CONTRACT TYPE

This is a permanent contract. Subject to continued partnership funding.

HOURS OF WORK

Part time 0.6 (22 hours 30 minutes)

START DATE

Apr-26

REPORTS TO

Head of Business Development

SALARY

£ 24,570.00 - £ 28,280.00 (pro rata FTE 0.6 £ 14,742.00 - £ 16,968.00) Dependent on skills and experience.

HOLIDAY ENTITLEMENT

36 days annual leave allowance (inclusive of bank holidays and Christmas closure), option to purchase additional leave and extra days added to your allowance with length of service. Pro-rated for part time staff.

EMPLOYEE BENEFITS

After three months automatic enrolment into a generous salary sacrifice scheme with Aegon Retirement Choices. YuLife (Life insurance) and access to the employee assistance programme.

PERIOD OF NOTICE

4 weeks notice by either party, following a successful probation period.

ROLE RESPONSIBILITIES

HANDLING INCOMING ENQUIRIES AROUND REFERRALS

1. Being the first point of contact for phone calls and emails from schools and from Local Authorities working with families who need additional support. Assessing urgency of need, gathering necessary information and directing next steps. Providing advice about the service including criteria for accessing support and sending out information electronically where needed.

REFERRAL SCREENING AND INFORMATION GATHERING

2. This responsibility is a core part of the role and entails developing an "Initial Family Picture" which is used to ensure incoming referrals are suitable for support. It involves gathering and recording information to complete a risk assessment and an initial picture of the family's circumstances. It also involves using professional curiosity to explore unknowns by liaising with other agencies (e.g. schools) who may hold additional relevant information to enable robust risk decisions to be made. Excellent verbal and written communication are necessary.

BUILDING RELATIONSHIPS WITH REFERRING AGENCIES, NOTABLY THE KEY GATEKEEPERS AND CONTACTS WITHIN CHILDREN'S SERVICES OR SCHOOLS

3. Liaising with them over the suitability of incoming referrals where needed.

CONNECTING WITH FAMILIES AND CARE LEAVERS

4. Contacting the lead adult (parent or care leaver) to explain Safe Families' support and arranging a time for another staff member to meet them. Having a kind and engaging manner in all communication.

MAKING AND COMMUNICATING DECISIONS UNDER PRESSURE

5. Communicating clearly with other staff members and asking for support when needed in a fast-paced environment. Thinking clearly to make appropriate decisions, whilst balancing competing priorities. Taking a lead as necessary in ensuring urgent referrals for support are dealt with appropriately and in a timely manner.

RESPONDING PASTORALLY TO INCOMING CALLS WHEN NECESSARY

6. This may include communicating appropriately with adults receiving support and the volunteers supporting them. Listening empathetically and connecting them with other staff members for additional support where appropriate.

USING A BESPOKE DATABASE TO PERFORM A NUMBER OF CRITICAL FUNCTIONS

7. E.g. to assign agencies to referrals, send out requests for support, link and match volunteers to families and upload documents to family files.

ROLE RESPONSIBILITIES

DIARY MANAGEMENT

8. Arranging diary appointments for the Family Support Managers and other staff as needed. Using Outlook calendars to confirm visit details.

FINANCIAL ADMINISTRATION

9. Taking responsibility for submitting credit card receipts, managing requests to funding providers and recording of all financial transactions made on behalf of Safe Families and the team.

GENERAL ADMINISTRATIVE DUTIES

10. Keeping up to date with office administrative duties, including document preparation, organising and maintaining a smooth functioning filing system, preparing and posting all office mail and scanning and uploading consent and information forms.

CHAMPIONING SAFE FAMILIES TEAM CULTURE

11. Being a champion and advocate for the compassionate ethos and values of Safe Families which is rooted in the historic Christian tradition of showing kindness and hospitality to those in need.
12. Participate in the wider team life of Safe Families, which may include occasional out of hours events such as volunteer evenings, training days and staff conference away days.
13. Participate in the local and wider Safe Families' team networks, sharing good practice and supporting other colleagues. This may include completing crossover tasks as required which are within your skill set and agreed in discussion with your line manager.
14. Taking an active role in fundraising for the work of Safe Families. This includes, but is not exclusive to, engaging in finding monthly Financial Supporters, participating in sponsored events and helping Safe Families connect with local businesses.

PERSON SPECIFICATION

REQUIRED CHARACTERISTICS

1. A deep commitment to hope and the vision of Safe Families and Home for Good.
2. A genuine love for people and a desire to see them flourish..
3. A personal Christian faith which inspires others to live in a faith-filled way.
4. A natural friendliness with a good level of self-awareness.
5. A love and vision for great team working.
6. A quick learner who is teachable.
7. A natural organiser who appreciates good systems.

REQUIRED EXPERIENCES, SKILLS, KNOWLEDGE AND QUALIFICATIONS

8. Experience of working in a busy and fast-paced environment.
9. Excellent verbal and listening skills with a warm telephone manner. Clear and sensitive to the needs of all.
10. Excellent interpersonal skills with a confident and professional approach to working with partners and colleagues, both internally and externally.
11. Excellent organisational skills, able to prioritise effectively and manage time efficiently.
12. Good IT skills, including experience of databases. Demonstrable ability to use Microsoft Office including Word, Excel, Outlook and PowerPoint.
13. Ability to maintain records, collate statistical information and create clear, detailed and comprehensive reports.
14. Ability to be a team player alongside being able to work independently, using own initiative and be solution orientated.
15. Ability to keep calm in challenging situations.
16. Ability to work to targets and deadlines with a strong work ethic.
17. Ability to work with discretion and confidentiality.

DESIRABLE EXPERIENCES, SKILLS, KNOWLEDGE AND QUALIFICATIONS

18. Experience of working within the Children and Families' sector.
19. Current training in Safeguarding and Child Protection.
20. Knowledge of services available to families.
21. General knowledge of the geography of the area.
22. Experience of working with and managing volunteers.

FURTHER NOTES

EQUALITY

Safe Families and Home for Good actively encourage applications from Black, Asian and minority ethnic background candidates

SAFEGUARDING

Completion of the recruitment process will involve the candidate being screened through an Enhanced DBS check. A criminal record will not necessarily be a bar to obtaining a position. A copy of our Rehabilitation of Offenders policy statement is available on request from recruitment@safefamilies.uk

OCCUPATIONAL REQUIREMENT

This post has been identified as having an "occupational requirement" under Schedule 9, Part 1, paragraph 1 and 3 of the Equality Act 2010 where it is a requirement that this post be filled by a Christian (currently active and committed to the Christian faith). All candidates must evidence they support the vision and values of the organisation.

APPLICATIONS

To apply please complete the application form via our website prior to the closing date - Tuesday 31 March

If you would like to discuss this role further please contact **Sarah Pearmain**
sarahpearmain@safefamilies.uk
07388 995337

REASONABLE ADJUSTMENTS

We are committed to making our recruitment process as inclusive as possible, if you need any adjustments or accommodations as you apply, please contact the hiring manager or email recruitment@safefamilies.uk.

START YOUR APPLICATION NOW



Safe Families



Home for Good

safefamilies.uk

homeforgood.org.uk