



Referral Driver – Shared Lives East (Norfolk & Suffolk)

Main

Your mission will be to increase the number of appropriate referrals being made to the Shared Lives service, and help us reach our growth targets.

That means:

- building brilliant working relationships with people who might make referrals to our Shared Lives service, like commissioners, local authority teams and anyone else who might want to refer into our service;
- sharing the amazing ways PSS Shared Lives can benefit people who need support, helping potential referrers to figure out whether Shared Lives could be a good choice for the person they support;
- matching people who need support with our amazing Shared Lives carers based on their wants and needs;
- working on financial agreements;
- putting support plans together;
- doing risk assessments;
- building our reputation as a fantastic social care provider;
- managing the referral process from enquiry through to the arrangement starting, working closely with everyone involved to make sure everything runs smoothly.

SCOPE OF JOB AND FOCUS OF ROLE

Service Delivery – 40%

People Management – 10%

Sustainability and Business Development – 40%

Finance and Resources – 5%

Personal Learning - 5%

TERMS & CONDITIONS

Contract Type

This is a permanent contract.

Salary

£26,742 per year. This salary is equivalent to PSS Fixed point 31. (This is due to increase in April 2026).

Disclosure

As this post requires a Disclosure check, please refer to the Recruitment of Ex-offenders statement on the Applicant Guidance page.

Hours

37 hours per week worked over Monday to Friday

Location

Unit 14 Diss Business Centre, Scole, Diss, Norfolk, IP21 4HD

Annual Leave

27 days per year. In addition to eight paid statutory bank holidays (bank holidays are pro rata for part-time staff).

Pensions

PSS operates an Occupational Pension Scheme with The People's Pension.

Conditions of Service

Offers of employment are made subject to the following conditions:

- a) Completion of medical questionnaire
- b) Receipt of two satisfactory references, including one reference from a current or most recent employer.
- c) Authorisation to work in the UK. Under the Immigration, Asylum & Nationality Act 2006 successful candidates will be required to produce documentation which demonstrates their authorisation to work in the UK. Documents may include; Passport; full birth certificate; UK work permit; Home Office letter.
- d) An Enhanced Disclosure. Please note that having a criminal record does not automatically disbar you from working with PSS.

KEY RESPONSIBILITIES

Service delivery

You'll accept referrals and keep an eye on the progress, catching up with the person who needs support, their family and the person who made the referral, to make sure everyone's kept up-to-speed on where the referral's up to.

Lots of people care for someone in their family who has support needs. But as family members age, they can become worried about the future, and who's going to be there to support the person they care for. With a sensitive, empathetic approach to what can be a difficult subject, you'll chat to ageing families who are facing this, helping ease their worries by showing them how Shared Lives could be an option for them now or as a planned change when the time comes.

You'll need to pop in and visit people who are interested in Shared Lives (and their families) to talk about the service, keeping in touch with them as the decision-making process happens and being their go-to for information.

If someone thinking about Shared Lives as an option wants to see it in action, you'll need to sort that out for them and make a plan for them to visit one of our carer households in the region.

Making great matches is part of your job, so you'll support the person who has been referred to us to go onto our matching website, Matching Lives, and take a look at which carers have availability.

When the time comes for the person who needs support to move out of their family home or another place they've been living, you'll be there for that person and their loved ones every step of the way.

Our client management system will be your friend: you'll need to use it to keep accurate, up-to-date records, keep track of where you're up to with key performance indicators and write up any other reports you need to write.

Keeping up-to-speed with developments in our field, including any new or updated legislation, will be part of your role, making sure you're adapting and that our high standards of support are maintained.

Where needed and the person /family agree, create bespoke adverts for people to generate interest from potential Shared Lives carers. /We've got a network of carers in North West, so if someone needs to specific support from a carer, you'll work with our Shared Lives communications and engagement manager to create bespoke adverts to go into our carer networks.

You'll need to get out and about across Lincolnshire, going where you need to go for your role. You might also need to travel to other parts of the UK, including our head office in Liverpool, to visit other PSS Shared Lives teams, or for things like training and team days.

People management and relationships

You'll work really closely with people who need support to make sure they have a great introduction to PSS Shared Lives and overall an amazing, person-centred experience.

Learning from their views and experiences, you'll work alongside our volunteers and experts by experience to help PSS Shared Lives be the best it can be.

A big part of selling the benefits of Shared Lives will be about building great relationships with the professionals likely to refer people to Shared Lives; your job will be finding out who might benefit from more information about the service.

Sustainability and business development

You'll be Shared Lives' biggest fan, selling all its wonderful benefits to anyone who might have someone to refer in to our service; local authority teams, NHS bodies, third sector organisations and care providers, colleges, and places like that. You'll do that by going to events, doing presentations and hosting visitors to come and see what our service is all about.

As a member of the Shared Lives team, you'll play a full part in all service delivery and planning.

Finance and resource management

You'll develop a solid awareness of funding streams for people who want support from Shared Lives, and have an active role in getting that set up for them.

With support from your line manager, you'll keep an eye on and control expenditure for your area of responsibility, making sure PSS financial procedures are followed.

ADDITIONAL DUTIES

You'll get involved in developing directorate, team and individual objectives and plans. You'll need to take part in one-to-ones with your manager each month, to keep track of how you're getting on, and how we can support you.

We'll need you to be flexible when it comes to doing the role, and be willing to do any other bits and bobs we feel are appropriate for your role.

All jobs descriptions can change from time-to-time and we'll review this job description regularly.

JOB DESCRIPTION

This job description is a guide to the work you will be required to undertake and represents a range of responsibilities commensurate with the grade for the post. It does not form part of your contract of employment.

Person specification - Shared Lives referral driver

Requirement	Essential	Assess from:
	E= Essential D = Desirable	A = application I = interview R = references E = exercise/practical C = Copy of certificates
Attitude:	E	A I R
You'll need to use your initiative and work towards cracking on with things unsupervised	E	A I R
You'll be committed to partnership working	E	A I R
You'll be self-motivated	E	A I
You'll be able to work in a flexible, person-centred way at all times	E	A I
You'll be proactive and work creatively to make sure we meet targets	E	A I
You'll be comfortable presenting information in meetings	E	A I
You'll have an understanding/awareness of anti-oppressive and anti-discriminatory practice	E	A I
Knowledge		
Knowledge of person-centred practice and support planning	E	A I
Knowledge of risk assessment and risk management	E	A I
Knowledge of social services, health and voluntary sector service provision	D	A I
Knowledge of Shared Lives and corresponding legislation	D	A I
Knowledge of safeguarding procedures	E	A I
Knowledge of funding streams within health and social care	D	A I
Knowledge of health and safety management in the service context	D	A I
Skills		
The ability to identify and convert new business streams into successful new business	D	A I
Excellent communication skills and customer service	E	A I
Excellent organisational skills, like time management and prioritising	E	A I
IT skills including Microsoft Office (Teams, Word, Excel, PowerPoint)	E	A I E
Assessment skills	D	A I
Ability to build effective relationships with internal and external stakeholders	E	A I
Experience		
Experience of working with people with assessed needs and their families	D	A I
Previous experience in referrals management	D	A I E
Experience of public sector commissioning and problem-solving, particularly from a third sector and/or social care perspective.	D	A I

Experience of working within a challenging, competitive external environment, and working to clear internal business objectives and targets.	D	A I
Qualifications and training		
Relevant professional qualifications in education, health or social care or be willing to work towards this.	E	A C
Full driving licence and use of car	E	A C