

## **JOB DESCRIPTION**

<b>Job Title:</b>	Active Lifestyles Assistant Referral Officer
<b>Grade:</b>	SCL Grade 2: £16,863 - £17,681 (pro rata)  Fixed Term until 31st March 2020 (possible extension pending external funding)
<b>Responsible to:</b>	Active Lifestyles Development Officer
<b>Location:</b>	Helly Hansen Watersports Centre
<b>Responsible for:</b>	N/A
<b>Hours of Duty:</b>	18 hours per week, including evening and weekend work for which no extra payment will be made (may be increased if the demand of the post requires it)

### **Purpose and Objectives of Post:**

- The Active Lifestyles Assistant Referral Officer will be responsible for the day to day handling of referrals for the Postural Stability project. This will include liaising with health professionals, data inputting and monitoring, allocation of referrals to the appropriate classes and respective Active Lifestyles Support Officers, contacting referred clients, answering their queries and signposting as necessary and organisation of transport including liaising with transport providers.
- The Active Lifestyles Assistant Referral Officer will act as administrative support to the Active Lifestyles Support Officers as directed by the Active Lifestyles Development Officer.
- The Active Lifestyles Assistant Referral Officer will be expected to be enthusiastic, with an interest in physical activity and the benefits it can have to those being referred to the project. They will be a dynamic member of the Active Lifestyles Team and be willing to contribute to the development and expansion of the team whilst maintaining a high quality service which follows best practice.

### **Main Duties and Responsibilities:**

The duties listed below together with such other duties falling within the scope of the post as may be required.

1. To act as a strong role model and source of knowledge and support to team members, partners and SCL colleagues with regards to the Postural Stability project.
2. To assist in the monitoring of an effective postural stability programme in response to

local need and compliant with regional and national best practice and guidelines.

3. To communicate with customers effectively and be polite courteous and professional at all times.
4. To demonstrate good customer care, instruct and encourage customers on the correct exercise techniques, obtain feedback on services and actively encourage them to train on a regular basis.
5. To receive referral forms from a variety of sources and contact referring agents with any queries where necessary; and input data onto databases as necessary. Keep all other necessary records using suitable filing systems
6. To safely pass referral forms onto the appropriate Active Lifestyles Support Officer, or triage where necessary
7. To respond to queries relating to the Active Lifestyles Team, from both health professionals and members of the public.
8. To make appointments / bookings for patients as required and to ensure patient confidentiality at all times. Ensuring the sharing and transportation of sensitive material is conformed to data protection act 1982.
9. To assist the business in delivering a quality service, by utilising training / qualifications to deliver coaching/exercise delivery as and when required by the Active Lifestyles Development Officer.
10. To liaise with other SCL members of staff where appropriate
11. Attend courses, training events and meetings as directed by Active Lifestyles Development Officer.
12. To contribute towards monitoring and evaluation of Postural Stability and be responsible for preparing reports as directed by the Active Lifestyles Development Officer
13. To manage waiting lists for services effectively.
14. To be responsible for booking venues for activity and transport associated with activity programmes as required.

## **Corporate Responsibilities**

1. To ensure high levels of professional conduct at all times, with particular reference to punctuality, dress, presentation and administration.
2. To ensure that customer care is the major priority for service provision and ensure that confidentiality is respected and maintained at all times..
3. To ensure the service is promoted efficiently, effectively and in keeping with the corporate image of Salford Community Leisure.
4. Considerable importance is attached to the public relations aspect of all work undertaken by Salford Community Leisure staff. It is expected, therefore, that the post holder will at all times project to the public the image of Salford Community Leisure as being keen to assist wherever possible, and positively promote the work that SCL does across its various services
5. SCL expects all its employees to have a full commitment to the SCL's Equal Opportunities Policy and acceptance of a personal responsibility for its practical application. All employees are required to comply with and promote the policy and to ensure that discrimination is eliminated in the service of SCL.
6. To ensure all information received and disseminated, whether verbal or written, concerning all employees, prospective employees or clients, is treated in the strictest confidence, and that all such information held is regulated and controlled in a similar manner
7. To act at all times with due regard to Salford Community Leisure's Health and Safety Policies and related Codes of Practice.

## **Review Arrangements**

The details contained in this Job Description reflect the content of the job at the date it was prepared. It should be remembered, however, that it is inevitable that over time, the nature of individual jobs will change, existing duties may no longer be required and other duties may be gained without changing the general nature of the duties or the level of responsibility entailed. Consequently, SCL will expect to revise this Job Description from time to time and will consult with the postholder at the appropriate time.

**Date, Job, & Description Prepared/Revised: February 2019**

**Prepared by: Lucy MacCallum**

**Agreed by Post holder**

