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**Job Description & Person Specification - Referral Agency Coordinator**

**Up to a maximum of 22.5hrs per week, Monday to Friday, 12 month contract**

**Location -** Mainly based at Morecambe Bay Foodbank in Morecambe

**Salary -** £27780.48 pro rata

Overview

* All clients using the foodbank must be referred to by a referring agency who fill in an online form to provide key information about that client’s situation and need for emergency food.
* The Referral Agency Coordinator role exists to allow the foodbank to establish and maintain strong, well-informed and positive relationships with referral agencies across our District.
* We want to make sure that people who need emergency food can get it, and that referrals are appropriate and timely.
* It is also very important that all referral agents understand the foodbank, the context in which it operates, the drivers of food insecurity, and that they can use a variety of options for clients in need so that the foodbank does not become a ‘default’ option for people.

Main Duties

* The Referral Agency Coordinator is responsible for creating and maintaining an up-to-date training register for our referral agents, along with accurate contact details
* The Referral Agency Coordinator should regularly review our referral agents to make sure that we are covering the whole District and should seek opportunities to invite new referral agents to join the foodbank where appropriate
* The Referral Agency Coordinator should design and deliver regular training sessions to referral agents so that anyone referring a person to Morecambe Bay Foodbank has:
  + Attending the foodbank for a tour
  + Understood the wider food club system in our District
  + Is aware of other charities and agencies who can help people
  + Can understand the reasons for food insecurity
  + Is aware that the foodbank is there for emergencies only
  + Been taken through the referral form and understand why we need details of the cause of the crisis
* The Referral Agency Coordinator should be in regular contact with referral agents and will be the main avenue for support when referral agents are having any issues with how to refer, the referral system, and any other questions
* The Referral Agency Coordinator will intervene if inappropriate referrals are made to the foodbank
* The Referral Agency Coordinator will be a part of the foodbank team, supporting colleagues with any administration in relation to referrals and will undertake additional duties as appropriate.

Person Specification

* We’d like to find someone who has knowledge of the third sector in the local area, with experience of delivering training or teaching
* Someone who understands the drivers of food insecurity.
* Someone who is a good communicator and able to design and deliver training courses and materials to a wide range of referral agents
* Someone who is digitally literate and confident with standard digital applications (email, excel, google docs etc.)
* Someone who can innovate and think creatively about how we engage referral agents
* Someone who can write engaging and accurate reports and produce training materials
* Someone who can manage relationships with colleagues and others with confidentiality, warmth, professionalism and sensitivity

We support diversity in all its forms. If this job interests you and you need any specific support in order to apply or do the work, please contact us at [info@morecambebay.foodbank.org.uk](mailto:info@morecambebay.foodbank.org.uk) with ‘Referral Agent Coordinator’’ as the title of your email and we can set up a discussion.

To apply, please send us your CV and a covering letter of not more than three sides of A4 explaining why you’d like to apply for the job.

Applications will be open until 14th July 2025 at 4pm.