

Job Description

Job Title	Third Sector Referral Coordinator
Band	(spinal point 18) New NJC band
Salary	£28,606.88 FTE (Actual - £23,195.00)
Hours	30hrs per week (12 months fixed term, which could be extended subject to funding.)
Employer	Cumbria CVS (in addition you will have an Honorary Contract with North Cumbria Integrated Care NHS Foundation Trust)
Accountable to:	Senior Third Sector Referral Coordinator

Job Purpose

To understand and promote the third sector offer for people affected by physical health and mental wellbeing needs within North Cumbria and to support appropriate and timely referrals from NHS staff to specialist third sector organisations.

Principal Duties

- To develop and maintain an active knowledge of the third sector offer for people affected by physical health and mental wellbeing needs in North Cumbria.
- To network with local third sector organisations and understand the services that they provide including referral criteria.
- To source, develop and manage a range of contact details and sources of information about local third sector organisations and services relevant to North Cumbria and to make this accessible to other health & care staff.
- To develop and maintain an active knowledge of NCIC and GP (Primary Care Network) based physical health and mental wellbeing services and other relevant NHS provision and to build positive partnerships with staff from these services.
- With support from other Third Sector Referral Coordinators and NHS partners to develop appropriate referral pathways for people affected by physical health and mental wellbeing needs and to use and promote these pathways.
- With support from other Third Sector Referral Coordinators and NHS partners to develop relevant recording mechanisms for patient records.
- To pro-actively encourage and support all appropriate NHS staff to understand and use the referral pathway as appropriate.
- To attend MDT meetings to ensure the third sector offer is being considered to support patients and to identify patients who would benefit from third sector services.
- To have responsibility for overseeing data collection, monitoring and evaluation, and to write regular reports as required.



- To work with NHS partners to encourage referral to third sector services are embedded in care planning and treatment planning pathways.
- To communicate and collaborate with NHS staff as required and as appropriate.

General Cumbria CVS duties

- Support and promote the principles of Equality and Diversity.
- Support and promote the interests of Cumbria CVS, third sector groups and organisations.
- Support and promote the values of Cumbria CVS and work collaboratively with colleagues.
- Undertake training and development opportunities as required.

Cumbria CVS enables staff to work flexibly, in terms of both location and hours of work. There may be occasions when office working will be required at our office base in Carlisle or at an Integrated Care Community ICC Hub in North Cumbria.

Person Specification

Qualifications
GCSE level or equivalent experience
Specialist Knowledge and Experience
Good knowledge, understanding of and connection with a range of third sector, voluntary and community organisations in North Cumbria (formerly the Allerdale, Carlisle, Copeland, & Eden areas)
Able to contribute flexibly in support of project demand
Able to demonstrate excellent customer service and reliable follow-up
Experience in a similar environment (e.g. health, voluntary and community sector and/or business) where excellent attention to detail are key
Experience of managing confidential information safely
Digitally savvy and comfortable utilising technology and digital platforms and CRMs
Able to work at pace inputting complex data accurately
Experience of providing support to others
Skills
Able to demonstrate excellent communication skills customer service skills including and reliable follow-up
Literacy and numeracy skills with accurate and meticulous eye for detail
Excellent IT skills (MS Office)
Able to collate, interpret and disseminate information
Ability to work to conflicting priorities
A good basic understanding of information governance and GDPR requirements when dealing with people's personal and medical data
Ability to communicate clearly and effectively with internal and external stakeholders
Ability to communicate effectively how the third sector can play a positive role supporting health and mental wellbeing
Good time management and proficient organisational skills
Discrete and confidential, operates with tact and diplomacy
Ability to prioritise, multi-task and adjust to changing deadline
General Requirements
Able to demonstrate commitment to Cumbria CVS Equal Opportunity Policy and to apply this internally and externally
Commitment to voluntary and community sector
Commitment to social equality and inclusion
Able to maintain a positive and supportive contribution to organisational culture



Able to demonstrate commitment to Cumbria CVS Values: Leadership, Excellence, Equity, Integrity, Voluntarism
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Last Reviewed	August 2026
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PLEASE NOTE:

This role will require you to have an ENHANCED DBS check and will in addition require you to hold an Honorary Contract with North Cumbria Integrated Care NHS Foundation Trust