



## **Job Description: Operations Co-ordinator, Rockabye**

**Reporting to:** Rockabye Operations Manager, Jennie Macdiarmid  
**Purpose of OC role:** To act as the main point of contact for referrals to the Rockabye service. To provide wider administrative support to Rockabye Operations.

### **Main Responsibilities:**

- Oversee and manage all referrals to Rockabye groups from a variety of different sources. This includes self-referral via the Rockabye website/inbox and all external referrals from NHS midwifery, the Specialist Perinatal Mental Health team, Health Visiting teams, all NHS partners including GPs, and fellow VCSE perinatal partners.
- Liaise directly with Rockabye co-directors, therapists, and practitioners to manage and process all incoming referrals to groups.
- Ensure complete and accurate client information is recorded using the appropriate Rockabye referral forms.
- Be willing to liaise in a professional manner with parents, carers and families, ensuring all enquiries receive the full attention and support required.
- Ensure that all external and self-made referrals receive high quality person-centred support.
- Proactively work with perinatal mental health partners to find and secure new referrals for groups, in particular Antenatal Rockabye and Parents to be groups.
- Provide administration support to the Operations team. This includes handling contractor enquiries around IT issues, HR and recruitment admin and Rockabye publicity work.
- Develop a close understanding of Bristol's perinatal mental health system and use this to strengthen Rockabye's referral system.
- Assist with ongoing work to develop Rockabye's referral pathway and the IT systems supporting it.
- Attend statutory system meetings with perinatal mental health partners to support referrals to Rockabye.
- Ensure that all client data provided by the referring agency is handled in a safe secure manner in accordance with Rockabye's GDPR policies.
- Track and record referral information to optimize Rockabye's reach to all families and communities.
- Track participant numbers to meet Rockabye funder monitoring requirements.

### **Essential Skills:**

3 years experience in an administrative (or closely related) role  
Exceptional communication skills over the phone and in person  
Discreet and sensitive approach when handling enquiries and personal information

Experience of dealing with confidential information  
Proficient in Microsoft Word, Excel, Powerpoint, 365 packages  
Ability to pay attention to detail, ensuring that nothing is forgotten  
Reliable and resourceful in approach  
High level of organisational skills  
Ability to manage multiple projects and work assignments  
Ability to work independently to accomplish projects  
Flexible 'can do' problem-solving approach  
Ability to proactively build positive working relationships

**Desirable Skills:**

Strong IT skills  
Familiarity with and/or experience of NHS and statutory health systems, in particular perinatal mental healthcare  
Strong interest in parent-infant mental health

If successful at interview, you will be required to undertake an enhanced DBS check.

**Equality, Representation and Inclusion Statement:**

Rockabye's priority is to build a mental health service fit for every parent and baby we aim to support. We recognise that there are structural and systemic inequalities in place in our society and we are determined to address them and work to create a culture of equality, representation and inclusion within our groups and within our organisation. We actively encourage applications from minoritized groups who are under-represented in our organisation and within the perinatal mental health voluntary sector. We are fully committed to making this endeavour the heart and soul of Rockabye.

If you are interested in applying, please read the role description carefully and send your CV with a separate covering letter explaining to us why you are the right person for this opportunity.

Closing Date: Midday on Wednesday 19<sup>th</sup> June, 2024

Interviews: Wednesday 26<sup>th</sup> June, 2024

Contact Person: Jennie Macdiarmid

Email: [information@rockabye.org.uk](mailto:information@rockabye.org.uk)

Phone: 07973 404379 (phone enquiries from Monday 3<sup>rd</sup> June)

Postal Address: 25 Upper Belmont Road, Bristol BS7 9DG