

JOB DESCRIPTION

Job Title	Assessment and Placement Manager
Reports to	Commercial Business Partner
Job Purpose	<p>The Assessment and Placement Manager (APM) is a key business partnering and customer-facing role, responsible for driving sustainable occupancy across care homes and supported living services. The role works closely with internal operational and commercial teams, as well as external referral partners, to promote Achieve together’s homes and support safe, person-centred placements for people referred to the organisation.</p> <p>Working in partnership with Heads of Area, Home Managers, Operational Teams, the Commercial Business Partner and the Hub Referral Coordinator, the APM coordinates the end-to-end assessment, referral and placement process. This includes identifying suitable placement opportunities, coordinating high-quality assessments, maintaining effective communication with referrers and families, securing funding approvals, negotiating placement fees and supporting successful transitions into homes.</p> <p>The role has overall responsibility for vacancy management across the allocated area, working proactively with operational team members and the marketing team to promote available homes, strengthen referral networks and convert suitable enquiries into admissions. By developing strong relationships with brokerage teams, social workers, commissioners and other key referral partners, the APM maximises referral opportunities, enhances partnership working, and supports occupancy growth and sustainable fee income.</p>
Key Deliverables	<ul style="list-style-type: none"> • Maintain a detailed understanding of current and future vacancies across the allocated area, working closely with operational teams to support occupancy planning and identify suitable placement opportunities. • Source and coordinate referrals for vacant rooms, ensuring individuals are matched to homes and support environments that best meet their assessed needs, wishes and aspirations. • Coordinate and undertake high-quality assessments, ensuring recommendations support safe, person-centred and sustainable placements. • Manage the referral and placement process from enquiry through to admission, providing timely communication and



	<p>coordination between referrers, families, operational teams and other stakeholders.</p> <ul style="list-style-type: none"> • Support the delivery of occupancy and revenue targets through effective assessment, placement coordination and vacancy management. • Work collaboratively with Assessment and Placement Manager colleagues to maximise placement opportunities across Achieve together, sharing referrals nationally where appropriate to achieve the best outcomes for individuals and homes. • Build and maintain productive relationships with Local Authority and NHS brokerage teams, commissioners, social workers, care managers, families and other key stakeholders across the allocated geography. • Enhance Achieve together's local presence through stakeholder engagement, networking and representation at relevant forums, transition events and partnership meetings. • Identify referral opportunities, emerging service needs and market trends through proactive engagement with stakeholders and a strong understanding of local commissioning priorities. • Act as an ambassador for Achieve together, promoting the organisation's values, services and commitment to supporting people to live happy, healthy and meaningful lives.
<ul style="list-style-type: none"> • Key Accountabilities 	<ul style="list-style-type: none"> • Complete and present high-quality assessments and placement recommendations that support positive outcomes, maximise independence and promote sustainable placements. • Coordinate and manage the end-to-end assessment and placement process, ensuring individuals, families and stakeholders are kept informed and engaged throughout. • Ensure assessments accurately reflect individuals' needs, risks, preferences and desired outcomes through effective collaboration with operational and multidisciplinary teams. • Manage referrals and enquiries within agreed timescales, ensuring timely progression through the referral pathway whilst adhering to organisational standards. • Maintain accurate, timely and complete records of all referral, assessment and placement activity within the CRM and referral management systems, ensuring data integrity and compliance with organisational requirements. • Achieve agreed regional KPIs relating to referral volumes, response times, assessment completion, conversion rates, occupancy and admissions, proactively managing pipeline performance to support occupancy targets. • Provide accurate and timely reporting on referral activity, assessment outcomes, placement performance, occupancy



	<p>and forecasted demand to the Commercial Business Partner and operational teams.</p> <ul style="list-style-type: none"> • Build and maintain effective relationships with commissioners, brokerage teams, social workers, care managers and other stakeholders, using market intelligence and stakeholder feedback to identify referral opportunities, emerging service needs and changing commissioning priorities. • Work collaboratively with operational and commercial teams to secure sustainable and financially viable placements, negotiating fees within agreed parameters and escalating exceptions where required. • Ensure placement agreements, contracts and contractual variations are completed accurately and within agreed timescales, in line with organisational governance and commissioning requirements. • Adopt a proactive and solution-focused approach to complex referrals, identifying and overcoming barriers to placement through effective problem-solving and escalation. • Maintain up-to-date knowledge of relevant legislation, safeguarding responsibilities, regulatory requirements and best practice to ensure all assessment and placement activity remains compliant.
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- PERSON SPECIFICATION

Knowledge and Experience	<ul style="list-style-type: none"> • Demonstrable knowledge of Local Authority and NHS brokerage processes, commissioning arrangements, purchasing systems and referral portal for residential and supportive living services. • Sound understanding of the learning disability and autism sector, including relevant legislation, statutory guidance, safeguarding responsibilities and Care Quality Commission (CQC) requirements. • Significant experience within health and social care, ideally in assessment, placements, referrals, commissioning or care coordination. • Experience of assessing the needs of people with learning disabilities, autistic people and individuals with complex health, behavioural or mental health needs. • Proven ability to assess support requirements, identify and manage risk, and develop person-centred recommendations
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that support safe and sustainable placements.

- Knowledge of the environmental, social and individual factors that influence placement suitability and compatibility.
- Experience of coordinating referrals, assessments, placements or care planning processes within health and social care settings.
- Strong relationship management and customer service skills, with the ability to build credibility and maintain effective working relationships with commissioners, brokerage teams, social workers, families and other stakeholders.
- Experience of developing professional networks, establishing new stakeholder relationships and promoting services within new or underdeveloped geographical areas.
- Experience communicating with individuals who use a range of alternative and augmentative communication (AAC) methods.
- Excellent communication and influencing skills, with the ability to engage a wide range of internal and external stakeholders.
- Experience of producing, analysing and presenting KPI and performance information to support decision-making and planning.
- Strong organisational skills, with the ability to manage multiple referrals, priorities and competing deadlines effectively.

