



Job Profile

JOB TITLE:	Triage Officer
GRADE:	Scale 6
POST NO:	
JOB TIER:	5
DBS CHECK:	Enhanced
GROUP:	CYPS
SERVICE:	MASH/Triage

REPORTING STRUCTURE

Reports to:	Triage/ Stronger Families Hub Manager
Direct Reports:	none
Indirect Reports:	none

ROLE PURPOSE:

To promote the council's vision of 'Putting Our Residents First' as applied to own service area.

To implement a revised operating model for all first points of contact throughout Children and Young People's Services and operate a coherent single point of access during office hours and out of hours.

To promote the aim by focusing on prevention from the very first point of contact and deliver a robust Early Help Offer and reduce the demand on statutory services.

To act as the first point of contact for members of the public and professionals who are requesting early help, family support or are seeking to convey safeguarding and welfare concerns about a child during office hours and for children and adults out of hours throughout the calendar year.

To screen all initial enquiries for support, by collating information to determine levels of need and intervention. Moreover, to ascertain if the presenting issues can be resolved by signposting to universal services, referring to early help Stronger Families services, or whether a statutory child or adult social care response is necessary.

To consider each child and adult's unique circumstances ensuring that information is shared in a timely manner. Coordinating information for step up to statutory social care services or step down to universal or targeted preventative services.

To offer advice and guidance to colleagues and professionals on a range of issues to ensure effective support can be provided to safeguard the children, young people and adults who live and present in the borough.

To work collaboratively and jointly with the Early Help Hub, CSC Multi Agency Safeguarding Hub in addition to the ASC Multi Agency Safeguarding Hub and 24 hour AMHP service in order to promote an ethos of early help, prevention, family support and safeguarding.

A. Job Description

1. People Management

- No direct supervisory responsibility however may be requirement to assist in induction and training of peers and new employees.

2. Resident & Community Contribution

- To demonstrate understanding of the Council's *Customer Care Standards* and ensure that these standards are met in order to deliver the Council vision of 'putting our residents first'.
- To promote and provide a positive image as a service provider to the local community, by providing a professional, friendly and courteous service to service-

users, Residents, Councillors and other associations who conduct business with Hillingdon Council

- To work collaboratively with partner agencies to ensure the best possible outcome for children

3. Operational Service Delivery

- To provide a critical role as the first point of contact for families and professionals who contact the service regarding early help and family support or to report safeguarding concerns during officer hours as well as out of hours. This involves ensuring quality in early help assessments, dealing with complex anonymous referrals, requests for assistance from families with no recourse to public funds, unaccompanied asylum-seeking children and capturing detailed and accurate information to protect a child or safeguard an adult that may be at risk of harm.
- To work as part of the Stronger families hub/ Mash team / OOH (Out of Hours) service, as the first point of contact for families and professionals who contact the Department requesting a service from Children & Families Services as well as adult social care out of hours
- Respond to child protection and safeguarding calls, emails, faxes, post or walk-ins from members of the public, family members, vulnerable young people and other agencies, ensuring pertinent information is recorded and high priority child protection concerns are prioritised and immediately escalated to the manager/ duty senior practitioner.
- Ensure workloads are progressed in a timely manner and managed within agreed departmental levels during office hours and out of hours.
- Use initiative to ascertain whether the issues can be resolved quickly by providing advice or signposting clients to other agencies, organisations and departments, where appropriate.
- To be persistent in the engagement of families or individuals who may be resistant by using assertive, creative and practical engagement strategies.
- To process all new contacts and referrals for Early Intervention/Stronger Families, family support, Child Protection, out of hours adult safeguarding and ensure cases are responded to within statutory timescales and all appropriate information is recorded on the relevant system.
- Complete screening of all referrals to CSC, SEND, SEND Advisory Service, Participation Service, Portage and out of hours adult social care including request for Mental Health Act assessments.
- Arrange accommodation, transport and other ad hoc bookings as deemed appropriate for clients

- Support social workers make initial assessment and recommendation to arrange the approval S17 support for clients.
- To provide information, advice, and guidance to parents on childcare and parenting skills at various stages of child development to support family members in managing difficult and challenging behaviour.
- To form and maintain effective communications with Social Workers and partner agencies and support family members in accessing and engaging with universal and targeted services as required.
- To develop and maintain a thorough and comprehensive knowledge of local resources which children and families as well as adults can access as sources of support
- Be creative and responsive when sign posting to support services including the third sector to promote a mixed economy of care
- Discuss relevant support services with adults and young people to obtain consent and make referrals on service users' behalf
- Support Social Work Staff by completing forms, writing outcome letters, and making referrals to external and internal agencies for cases which need to be targeted to Early Support Services
- Liaise with other services, departments, agencies, members of the public and other professionals, either in person or by telephone, passing on or gathering sensitive information, where required.
- To deal with complex anonymous telephone referrals ensuring that detailed and accurate information is captured and that cases are escalated according to risk
- Respond to requests for information from agencies, such as CAFCASS, Probation Courts, Housing, Special Educational Needs, Legal and other Local Authorities, in line with Data Protection regulations.
- Create, maintain and update accurate electronic and written records on all client files as required ensuring all data is correct and families linked on the system. This is vital as children could potentially be missed if they are not linked correctly and may pose safeguarding risk.
- Compile, update and maintain information on local agencies, voluntary sector and other council services.
- To meet and support service users who present at the Civic Centre when required.
- Ensure LCSB safeguarding and information sharing procedures are adhered to and confidentiality is maintained at all times.

- Assist the team manager with daily distribution of tasks and recording of activities and measuring against targets. This requires a level of understanding regarding the collection of performance data and why this is important in measuring performance delivery.

4. Service Planning & Development

- Maintain knowledge of the current Team Plan and understanding of own contribution in order to ensure delivery of this plan.

5. Financial & Resource Management

- To demonstrate cost-consciousness and identify any cost effective changes to own way of working.

6. Continuous Improvement

- To identify and suggest any improvements to current ways of working in order to deliver a more efficient and effective service for customers.

7. Contacts

- Primary contacts - other officers within the Council, and service users / residents and their representative bodies.
- External contacts - partners including Health Services, Police, other Local Authorities, Border Control, the emergency services and charitable organisations

8. Additional Responsibilities

- Complete other reasonable tasks in order to fulfil role purpose or as instructed by management.

9. KEY PERFORMANCE INDICATORS

- Delivery against agreed PADA objectives
- Demonstrate and maintain the Council's agreed standards of Customer Service by adhering to the Council's complaints procedures and where required, provide information Service User's right to complain

B. Person Specification

Triage Officer

This person specification will be used for recruitment to this post. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

1. QUALIFICATIONS	ESSENTIAL ✓	DESIRABLE ✓
GCSE pass in Maths and English or ability to demonstrate equivalent standard in literacy and numeracy.	✓	
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS	ESSENTIAL ✓	DESIRABLE ✓
Ability to work flexibly to meet the needs of the service including working outside of normal hours	✓	
3. EXPERIENCE	ESSENTIAL ✓	DESIRABLE ✓
Experience of working in a customer facing role	✓	
Experience of using telephony and service specific software		✓
Experience of working with people who may display challenging behaviour.		✓
Experience of working in a children's or adults social care environment	✓	
4. KNOWLEDGE & SKILLS	ESSENTIAL ✓	DESIRABLE ✓
Ability to become familiar with the service requirements of the post and deal with a varied workload, including prioritising work of an urgent and non-routine nature	✓	
To be a confident, engaging communicator, able to positively handle contact clearly, politely and effectively with clients from a range of backgrounds.	✓	
Ability to work collaboratively with other service providers in a multi-agency environment.	✓	
Ability to operate and navigate a variety of computer systems; ICS, CIVICA, IMPULSE, ONYX, NORTHGATE, ECMS, IAS & CJSM (criminal justice system)	✓	
Working knowledge of the Children Act 1989 and related Child Protection Policy and Procedures	✓	
Working knowledge of adult's legislation including mental health		✓
Ability to demonstrate resilience when dealing with information that can be highly sensitive and distressing in content.	✓	
Ability to use alternative methods of communication such as signing		✓

5. COMPETENCIES	ESSENTIAL	DESIRABLE
“Can do” positive attitude Demonstrates a commitment to changing work practices and processes, and a willingness to try new ways of working or thinking.	✓	
Takes responsibility and delivers results Adapts to changing demands to ensure that objectives are met, overcoming problems and making well considered decisions.	✓	
Team working Acts as a role model to others in the team, sharing knowledge and experience when necessary, whilst respecting and valuing the contribution other team members' experiences can bring.	✓	
Communication Demonstrates well developed written and verbal communication skills; and the confidence to present reports and verbal accounts credibly to a variety of different audiences.	✓	
Customer Care Develops contacts and relationships with customer/ client groups, regularly reviewing service delivery and taking responsibility to ensure quality service provision.	✓	
Takes ownership of personal development Takes action to develop own and others' capability and knowledge by promoting and supporting developmental opportunities to improve performance.	✓	