



## **JOB DESCRIPTION**

**JOB TITLE:** Triage Officer  
**OFFICE BASE:** CCIL Offices, Denton Drive, Northwich  
**ACCOUNTABLE TO:** Senior Advocates  
**DATE REVIEWED:** February 2019

### **Primary Purpose:**

To provide an efficient and effective system to support referrals and enquiries into the advocacy service. To operate the central Cheshire advocacy hub referral point.

### **MAIN DUTIES**

1. To assess the eligibility of referrals and enquiries received into the advocacy service according to statutory and agreed criteria.
2. To handle advocacy enquiries for all types of advocacy for all client groups and clients of all ages.
3. To allocate case work to Age UK Cheshire or CCIL advocates as appropriate in accordance with agreed criteria and time limits required under advocacy contracts.
4. To develop and maintain effective working relationships and referral systems, as appropriate to identified need, with a broad range of service providers both internally and externally who deliver services to clients.
5. To liaise with out of area advocacy providers or professionals as required if advocacy is required outside of Cheshire
6. To refer or signpost enquirers to other internal services or external services/projects as required.
7. To provide some general administrative and clerical assistance to the Age UK Cheshire Advocacy team and advocacy partnership in liaison with Advocacy Support Officer and Senior Advocate.
8. To take and deal with telephone and other messages for all of the team. To liaise with Age UK Cheshire and CCILs' staff and volunteers, other professionals and members of the public, as necessary. This will include sensitive case handling.
9. To help provide enquirers with accurate, up-to-date information taking due consideration of relevant legislation and issues such as confidentiality, data protection and client consent.

10. To fully maintain the advocacy client/case work data base.
11. To deliver a service that meets Quality Standards defined by Age UK Cheshire, the Advice Quality Standard and the Advocacy Quality Standard.
12. To be conversant with the administrative processes, policies and procedures of Age UK Cheshire and other relevant agencies.
13. To attend training courses, supervision sessions and team meetings as required.
14. To raise the profile of Age UK Cheshire and older people within the voluntary and statutory sector and within the community in general.
15. To maximise and participate in fundraising and trading opportunities.
16. To undertake any other relevant duties as required from time to time by the Chief Executive or management team.

**TRIAGE OFFICER**  
**PERSON SPECIFICATION**

<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<ul style="list-style-type: none"> <li>• Excellent IT skills, including Microsoft word processing, spreadsheets, internet, databases and e-mail</li> <li>• General understanding of the issues affecting the lives of older people and their carers</li> <li>• Good 'Team Player' willing to be flexible and approachable</li> <li>• Able to set and manage priorities within a busy office environment</li> <li>• Excellent interpersonal skills and the ability to deal sensitively with a variety of contacts</li> <li>• Effective communication skills, both written and oral</li> </ul>	<ul style="list-style-type: none"> <li>• Understanding of the role of Advocacy and relevant legislation</li> <li>• Experience of the voluntary sector and inter-agency working</li> <li>• Understanding of the role of Health and Social Care Services</li> <li>• Understanding of mental health issues including dementia</li> <li>• Prior experience of handling referrals</li> </ul>

**SUPPLEMENTARY INFORMATION**  
**TRIAGE OFFICER**

Age UK Cheshire provides advocacy services to people in Cheshire. This includes statutory advocacy (Independent Mental Capacity Advocacy (IMCA), Independent Mental Health Advocacy (IMHA) and Care Act advocacy as well as associated roles.

The team consists of the Services Manager, Senior Advocate, Statutory Advocates, Triage Officers and Support Officer.

On the job training to establish advocacy and legislation knowledge will be provided.

**Salary:** £10,597.47 per year.

**Hours:** The hours of this work for this post are 21.75 hours per week. This will normally be worked Wednesday to Friday, 9am to 5pm (45-minute unpaid break included). Flexibility is required with this role and you may be required to provide cover for holidays and other absences within the department.

**Travel:** Not normally a requirement for this role. Travelling expenses will be paid for travel incurred in the course of duty (mileage paid at Inland Revenue dispensation rate – currently 45p per mile).

**Holiday Entitlement:** Five weeks leave p.a. (excluding Bank Holidays) rising after 5 years continuous service by one day per year (pro rata) to a maximum of 6 weeks leave after 10 years.

**Contract:** All new staff are subject to a six-month probationary period. Four weeks' notice is required to terminate employment by either side i.e. the employee or Age UK Cheshire. During the probationary period, one week's notice is required by either side.

**Pension:** Age UK Cheshire has an automatic enrolment workplace pension scheme in place for eligible employees.

**Health Care:** After the 6 months probationary period staff will automatically join the Age UK Cheshire's Health Care Cash Plan and will be entitled to receive healthcare benefits.

**Criminal Disclosure:** The post holder will be subject to police checking by the Disclosure and Barring Service (was CRB) (Enhanced Disclosure).

**Closing Date for Applications: No later than 5pm on Friday 8<sup>th</sup> March 2019**  
**Interview Date: Wednesday 20<sup>th</sup> March & Thursday 21<sup>st</sup> March 2019**

Age UK Cheshire is a *Mindful Employer* and positive actions will be taken to ensure that people will not be excluded from working for Age UK Cheshire because of their age, race, ethnicity, faith, marital status, sexual orientation, gender, physical or mental health.

Registered Charity No. 1091608