**JOB DESCRIPTION**

**Post Title:** Lead Triage Officer

**Department:** Informing & Advising

**Reporting Line:** Informing & Advising Manager

**Purpose and scope:** The position of Lead Triage Officer will be responsible for effectively managing demand into the advice line and allocating work appropriately to the triage team and Advice team’s across partner agencies. They will champion providing quality accredited advice in line with AQS.

**Hours of Work: 30** hours per week, 5 days a week 10:00-16:00

**Location:** Norwich (office based)

**Rate of pay:** £9.95 per hour

Duties and responsibilities:

1. Leading the daily operations of a team of Triage Officers, ensuring the line is covered and service delivery is meeting the KPI’s. This will Include timely allocation of work, prioritising referrals and ensuring deadlines are met.
2. Maintaining and developing the services resources to enable the advisers to provide quality accredited advice in line with AQS.
3. Organising the team’s Rota to ensure service cover for daily operations and cover of staff holidays as and when required.
4. Responding to telephone calls, voicemails, emails, letters, AGE UK Integration and website chats from Older People, Partner agencies and professionals; dealing effectively with issues and enquiries.
5. Provide accurate information and signposting to clients via the most appropriate communication method, including offering self-help materials where appropriate and using internal and external referrals.
6. To triage and record incoming telephone referrals from professionals, ensuring appropriate consent has been obtained.
7. To monitor and use the NCAN referral system to action incoming referrals and make outgoing to referrals to NCAN partners.
8. Provide support to the wider partnership by contacting clients and referrers where necessary to ascertain further information to ensure accuracy and appropriateness of referral, as well as ensuring correct consent has been obtained in order for the referral to progress.
9. To raise safeguarding concerns to a safeguarding lead/ line manager as soon as they occur so that appropriate action can be taken.
10. To train and develop staff and volunteers within their roles, planning and carrying out volunteer supervision as and when required
11. Maintain and update the database accurately and efficiently with client details and information of actions undertaken and allocated.
12. Actively seek feedback from clients in various forms to enable services to monitor satisfaction levels and areas for improvement.
13. Provide training, support and supervision to volunteers who support the area ensuring a consistent service is maintained.
14. To participate in the appraisal scheme and undertake training appropriate to the development of your job role and in line the Organisation’s statutory obligations.
15. To work to the agreed standards and policies of the Organisation including public relations; equal opportunities; confidentiality; complaints procedure; personnel and financial procedures.
16. To carry out other duties that are consistent with the duties and responsibilities of the post.

All staff have an individual responsibility to comply with the organisation’s policies and practices.

Employee Signature: ……………………………….…… Date: ………….……………….

Please print name: ……………………………………….

**Person Specification:** Triage Adviser

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| --- | --- | --- | --- |
|  | Essential | Desirable | Tested At |
| **Qualifications** |  |  |  |
| Good basic level of Education in English and Math |  |  | A |
| **Knowledge and Experience** |  |  |  |
| Leadership experience |  |  | A |
| Experience of effective working in a direct customer service role in a busy environment |  |  | A/I |
| Knowledge of the Advice Quality Standard and the importance of proving accredited advice |  |  | A/I |
| Experience in an advisory service preferably working directly with Older People |  |  | A/I |
| A good understanding of the needs and issues affecting Older People from a wide range of backgrounds and communities. |  |  | A/I |
| Experience of working as a volunteer or with volunteers |  |  | A |
| **Skills and Abilities** |  |  |  |
| Excellent written and verbal communication skills |  |  | A/I |
| Excellent interpersonal skills |  |  | I |
| Ability to listen and interpret information |  |  | I |
| Good literacy and IT skills including data entry, MS work, Outlook, and Excel |  |  | A/I |
| Ability to prioritise ever changing workloads against customer  demands |  |  | A/I |
| Well organised and efficient |  |  | A/I |
| **Personal Qualities** |  |  |  |
| Approachable and friendly |  |  | A/I |
| Understanding of a commitment to equality of opportunity |  |  | A/I |
| Team Focused Approach |  |  | A/I |
| Self-Motivated |  |  | A/I |
| Flexible |  |  | A/I |
| Committed to continuously improving service delivery |  |  | A/I |
| Customer focus |  |  | A/I |
| Attention to detail |  |  | A/I |

Key: **A** = Application Form **I** = Interview Process