Age UK Redbridge, Barking and Havering

# JOB DESCRIPTION Ref: 04/2023

1. JOB TITLE: **Triage and Wellbeing Worker**

2. HOURS: 16 hours per week

3. SALARY: £22,250 pro rata (£10,170 actual for 16 hours/week)

4. REPORTS TO: Senior Manager – Advisory & Wellbeing Services

5. LOCATION Redbridge

6. ANNUAL LEAVE: 5.6 working weeks inclusive of public holidays

7. MAIN AIM OF POST: To be the first point of contact for Age UK Redbridge, Barking and Havering enquiries and provide triage and signposting to relevant internal and external services.

8. MAIN RESPONSIBILITIES AND DUTIES:

* 1. To be the first point of contact for Older People, Carers, Professionals & Visitors who approach Age UK RBH, either by telephone or visit to the Age UK office
  2. To take referrals from health and social care professionals and pass on to relevant internal services
  3. To identify the information, advice and support needs of older people and their carers who are referred or make contact with Age UK RBH and to signpost or refer them, where necessary to the most appropriate service or organisation both internally & externally
  4. To provide up to date and accurate local and national information and signposting to deal promptly with requests from older people, carers and other professionals
  5. Where appropriate, signpost people to other agencies and sources of help including those provided by Age UK RBH. This will include taking referrals and passing on to the appropriate internal services
  6. To record and maintain an accurate record of signposting/referrals for the Advice & Information Service adhering to the A&I Service Signposting & Referrals Policy & Procedures and Advice & Information IAQP and AQS Quality Mark requirements
  7. To only give out verbal/written information that is known to be factual, or can be supported by another authority e.g. Age UK Fact Sheets/Information Guides or official leaflets of approved organisations adhering to the Advice & Information Service Procedures
  8. Transfer calls to the appropriate extension taking messages when person requested in not available.
  9. Ensure that all recording requirements are completed accurately and promptly
  10. Ensure any data required for monitoring purposes is made available as required
  11. Receive, sort and distribute daily post/deliveries and franking of outgoing post
  12. Ensuring that all information leaflets and guides in the reception area are kept tidy and restocked as needed

**General**

9.2To actively promote the role and work of Age UK Redbridge, Barking and Havering.

9.3 To attend regular supervision sessions and annual appraisal with the Advisory and Wellbeing Senior Manager to provide feedback and enhance future planning and direction.

* 1. To attend training as required.
  2. To comply with all Age UK Redbridge, Barking and Havering policies with particular regard to equal opportunities, health and safety and confidentiality.
  3. To be committed to Age UK Redbridge, Barking & Havering’s policy and procedures on keeping adults safe from abuse, ensuring that all alleged abuse is reported to Safeguarding Lead and that safeguarding is embedded in all decisions and actions.
  4. To undertake other duties as required and are consistent with the general nature and level of this position.

**Triage and Wellbeing Worker Person Specification**

Person Specification Triage and Wellbeing Worker Ref:04/2023

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|  | **Essential** |
| **Experience** | 1.Experience of providing information and signposting by telephone |
| 2. Experience of working with older people or vulnerable groups and their carers (preferable) |
| 3 Experience of working as part of a team |
| **Skills and Knowledge** | 4. Excellent communication skills, with the ability to communicate effectively both written and spoken |
| 5. Ability to identify the needs of clients and their carers |
| 6. Good understanding of issues affecting older people and their carers |
| 7. Knowledge of internal and external services available to support older people and carers; problem solving abilities to support client to achieve independence |
| 8. Ability to organise self, prioritise varied workloads, plan effectively and work to tight deadlines |
| 9. High level of accuracy and attention to detail |
| 10. Excellent interpersonal and team working skills. |
| 11. Sound IT skills, including fast, accurate data entry and internet research |
| 12. Understanding of quality systems and abilities to ensure collection of electronic data efficiently in order to provide statistical evidence for analysis. |
| 13. Commitment to Age UK Redbridge, Barking and Havering Policies and Procedures including Equal Opportunities and Safeguarding Policies. |
| **Other** | 14. Flexibility, stamina and a abilities to work across organisational boundaries and agencies including health, voluntary and statutory organisations |
| 15. This post is subject to a check through the disclosure and barring service (formerly CRB) |