



JOB DESCRIPTION

Job title:	Triage and Support Officer
Department:	Impact & Service Partnerships
Accountable to:	Assessment Practitioner Team Manager
Location:	Centre Based (Harcombe, Jubilee, Marine Court) OR Hybrid
Hours:	Full Time, 37.5hrs per week

Role purpose

To provide initial triage and support to service users as part of the Assessment Practitioner (AP) team. The Assessment Practitioner team serves as the first point of contact for service users seeking access to health and wellbeing services. As a Triage and Support Officer within this team, you will be responsible for triaging incoming website enquiries, gathering pertinent information, and assessing their eligibility, presenting need, immediate risks and complexity. Through a systematic triage process, you will prioritise cases based on established criteria to ensure those who have a priority or urgent need are supported effectively in collaboration with our Assessment Practitioners. You will also follow up on support enquiries to ensure that service users access to support is seamless and efficient. Your role will involve maintaining meticulous documentation, ensuring excellent and clear communication throughout the triage process, and facilitating seamless referrals to appropriate service pathways within our framework. Additionally, you will provide advice, signposting, and make referrals where appropriate to support service users effectively.

The key aspects to this role are:

- **Triage Support Enquiries:**
 - Act as first point of contact for service users, receiving and triaging incoming website enquiries, assessing their eligibility, presenting needs, immediate risks urgency and complexity
 - Use a systematic approach to determine the most suitable path for each enquiry through the Assessment Practitioner team. Prioritisation will be based on factors such as eligibility, risk, urgency and vulnerability.
- **Support enquiries follow up:**
 - Regularly and systematically follow up on support enquiries to ensure that service users-access to support is seamless and efficient
- **Information and signposting:**
 - Offer initial advice, information, signposting, referrals to internal service pathways as appropriate.

Key Relationships

- AP Team Manager
- Assessment Practitioners
- Clinical Service Practitioners and Leads
- Welfare Case Workers and Manager
- Customer Care Team

Main areas of responsibility

Triage Support enquiries

- Receiving and triaging incoming website enquiries, assessing their eligibility, presenting needs, immediate risks, urgency and complexity.
- Use a systematic approach to determine the most suitable path for each enquiry through the Assessment Practitioner team. Prioritisation will be based on factors such as eligibility, risk, urgency and vulnerability.
- Referring complex, high risk or requests for support from vulnerable service users to our Assessment Practitioners
- Process enquiries appropriately following our standard operating procedure
- Monitor the incoming enquiries inbox and triage appropriately

Support enquiries follow up

- Regularly and systematically follow up on support enquiries to ensure that service users access to support is seamless and efficient
- Ensure all follow up attempts are recorded appropriately within our CRM and further internal referrals processed as required

Information and signposting

- Offer initial advice, information, signposting to external agencies, referrals to internal service pathways as appropriate.
- Ensure clear and effective communication of referrals and handovers, collaborating with internal teams to facilitate seamless service delivery.

Record keeping and administration

- Maintain accurate records of enquiries, documenting relevant information, conversations and decisions and supporting rationale made through the triage process.
- Undertake administrative activities to support the Assessment Practitioner service, assisting with data management and service coordination
- Adhere to data protection and confidentiality protocols in handling sensitive service user information.

General

In addition to the specific duties and responsibilities outlined in this job description, all Fire Fighters Charity employees should be aware of their specific responsibilities towards the following:

- Fire Fighters Charity is committed to diversity, equity, inclusion and belonging and is working toward building a culture and environment where everyone in our community feels welcome, accepted, respected and that they belong.
- Fire Fighters Charity is committed to encouraging volunteering throughout the organisation and as such the post holder will be expected to support and respect volunteers, and may be asked to work alongside or supervise a volunteer as part of their role
- Demonstrate a commitment to our values and behaviours
- Adhere to all health and safety and fire regulations and to co-operate with the charity in maintaining good standards of health and safety
- Adhere to all Fire Fighters Charity policies and procedures at all times
- Uphold ethical and professional standards and not behave in a manner that is likely to bring the charity into disrepute
- Demonstrate a commitment to ongoing registration requirements or any national professional or occupational standards associated with the role
- Demonstrate a commitment to ongoing learning and development and to participate in any training relevant to the role

This job description is not exhaustive. It merely acts as a guide and may be amended to meet the changing requirements of the charity at any time after discussion with the post holder.

PERSON SPECIFICATION

Criteria	
Experience	<ul style="list-style-type: none"> • Previous experience working on a helpline or support line, providing assistance to individuals seeking health or social care support. • Experience in delivering compassionate and effective support services in healthcare, social care, or related settings. • Familiarity with triage processes or similar methodologies for assessing urgency and complexity of cases. • Experience in a role involving direct interaction with clients or service users, providing advice, information, or support. • Demonstrated experience in maintaining accurate and confidential records, ensuring compliance with data protection regulations.
Skills / Abilities	<ul style="list-style-type: none"> • Ability to communicate clearly and empathetically with service users and stakeholders, both verbally and in writing. • Strong triage skills to assess and prioritise enquiries, identifying appropriate solutions and pathways. • Attention to detail with the ability to maintain accurate records and manage multiple tasks efficiently. • Proficiency in using Microsoft Office Suite and familiarity with Customer Relationship Management (CRM) systems for data entry and management. • A compassionate approach to supporting service users and stakeholders, demonstrating empathy and respect in all interactions. • Ability to adapt to changing priorities and work independently while adhering to organisational guidelines and policies. • Ability to work effectively as part of a multidisciplinary team, contributing to team goals and service improvements. • Ability to adapt to changing priorities and work independently while adhering to organisational guidelines and policies. • Evidence of commitment to continuous professional development, including relevant training and certifications.

Where appropriate, reasonable adjustments to these criteria will be considered to accommodate personal circumstances such as disabilities