

Job Title:	Early Interventions (EI) Triage Advisor
Responsible to:	Coordination Team Manager
Responsible for:	No applicable

Hours:	37 hours per week
Holiday Entitlement:	5.6 weeks plus bank holidays (pro rata)
Salary:	£23,088 per annum
Pension:	Group personal pension plan, with employer contribution of up to 4%

General Description:	<p>This role is part of the Wiltshire Service which provides individual and family support to domestic abuse victims and their children.</p> <p>The Early Interventions Team act as the gateway for all domestic abuse and referrals to the Wiltshire Service. Working within an experienced and established team, the EI Triage Advisor will:</p> <ul style="list-style-type: none"> - Triage referrals, with a particular focus on domestic abuse referrals. - Conduct risk assessments and offer immediate safety planning advice. - Respond to safeguarding concerns. - Signpost victims and professionals to other support agencies where appropriate. - Offer specialist domestic abuse advice and support to professionals. <p>In addition, the role requires the building of effective relationships both internally within the Wiltshire Team and externally, supporting a multi-agency approach.</p>
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Main Duties and Responsibilities:

Working within the agreed policies, principles and codes of practice of FearFree, the post holder will:

Working with vulnerable people and risk management:

- Provide a victim focused service, with an understanding of the impact of trauma on vulnerable people.
- Demonstrate specialist knowledge and understanding of domestic abuse and how this may impact on the wider family unit.
- Provide advice, guidance and support to people who are victims of domestic abuse.
- Assess, manage and review risks to service users, colleagues and self, including the use of the dash risk assessment tool and SOAG (Severity of Abuse Grid).

- Make safeguarding referrals where appropriate: including to Children's Social Care, Adult Social Care, Mental Health crisis teams and MARAC (multi-agency risk assessment conference).
- Work directly with individuals or groups as agreed with the Team Manager.
- Safeguard the health and welfare of service users and their families.
- Respond to emergencies and crisis situations including supporting a service user to access a place of safety if appropriate.
- Manage and support service users by telephone with low to medium support needs in line with the agreed values and aims of the service.
- Act as duty worker as part of a rota system. Duty shifts take place in the Trowbridge Office on weekdays between 9 and 5pm.

Team working

- Offer professional advice and support to multi-agency partners.
- Feedback to the Team Manager, Wiltshire Service Manager and/or other Support Workers any information related to the service users support needs or risk issues, and progress on support tasks.
- Work effectively in partnership with multiple statutory and voluntary agencies to enhance service delivery, safety and safeguarding.
- Contribute to effective team working with a flexible and pro-active approach, including cover for other team members' holiday and sickness.
- Work closely with other agencies, to network with, make referrals to and maintain good relationships with, and be able to disseminate information appropriately.
- Communicate with other staff, as well as the Team Lead and Wiltshire Service Manager, issues related to activities and work undertaken.

Administrative duties

- Help provide a responsive support service with a high quality of customer care.
- Answer the telephone and take messages and referrals, take action on messages and referrals and provide a triage service for all referrals.
- Assist in the referral process and EI follow up, contacting other agencies and helping to arrange appointments.
- Assist in the assessment and allocation of service users.
- Update written and computerised records with accurate clear information to deadline, including maintaining details of any special needs required by service users.
- Assist with monitoring and evaluation policies and procedures and producing reports.

Additional tasks and responsibilities:

- Ensure personal safety for self, other staff and service users at all times.
- Participate in personal training and supervision opportunities and attend team meetings.
- Carry out other tasks appropriate to the post, which may be identified as the service develops and as agreed with the Team Manager and Wiltshire Service Manager.
- FearFree is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

	Early Interventions Triage Advisor	Essential	Desirable
	Knowledge/ability		
1	Educated to NVQ 3 or equivalent experience.		D
2	Ability to use email, Microsoft Office and other relevant IT systems.	E	
3	Good standard of numeracy and literacy.	E	
4	Knowledge and understanding of Domestic Abuse and/or sexual violence and its impact.		D
5	Good knowledge of Safeguarding procedures.		D
6	Knowledge of the local area & available services.		D
7	Knowledge of legal rights for victims of domestic abuse.		D
	Experience		
8	Experience of working directly with customers / service users in a challenging or potentially challenging environment.		D
9	Experience of IT administration.	E	
10	Experience of risk assessing clients.		D
11	Experience of working with victims of domestic abuse or sexual violence.		D
12	Experience of safety planning with clients.		D
13	Experience of working in a support or advocacy role.		D
	Skills		
14	Excellent written and verbal skills with an attention to detail.	E	
15	Good interpersonal & communication skills.	E	
16	A willing and flexible approach.	E	
17	Able to work as part of a team or alone.	E	
18	An understanding of confidentiality principles.		D
19	Be willing to undertake further training.	E	
20	Experience of lone working.		D
21	Awareness of health and safety issues.		D
	Personal characteristics		
22	Ability to prioritise, multi-task and perform under pressure.	E	
23	Demonstrates an interest in equality and diversity.	E	
24	Demonstrates an ability to work as part of a team.	E	
25	Demonstrates a true commitment to safeguarding and supporting vulnerable people.	E	

The application form asks you to set out how you meet the qualities/skills outlined in the Person Specification AND IS THE MOST IMPORTANT PART OF YOUR APPLICATION. This is your chance to explain why you are suitable for the job. You should try to show how you meet the criteria set out in this person specification. Applicants who are able to provide examples of how they meet the criteria are more likely to be offered an interview. Consider all the relevant experience you have gained and make sure that you tell us about it.