

<b>Profile Title:</b>	Triage and Assessment Officer (Housing/Community Safety)	 <b>BARNSLEY</b> Metropolitan Borough Council				
<b>Reports to:</b>	Team Leader					
<b>Employee Management:</b>	None	<b>Grade:</b>	6	<b>Profile Ref:</b>	99929	
<b>Purpose of the Post</b>						
<p>To provide a triage and assessment function ensuring referrals and pathways are appropriate to the presenting level of needs and risk, by undertaking needs and risk assessments.</p>						
<b>Responsibilities</b>						
<ul style="list-style-type: none"> <li>To provide a service that prevents people requiring higher level more intense service offers.</li> <li>Provide professional advice, guidance and information to a range of stakeholders, members of the public and customers.</li> <li>Responsible for assessing and triaging customer needs, risks and eligibility around a range of issues and ensure that appropriate support or referrals are made to services to address needs.</li> <li>To work with a range of internal and external service providers to ensure resources are targeted effectively and clients are 'matched' to appropriate services.</li> <li>Monitor placements to services and where this is supported accommodation work with providers to ensure there are adequate pathways to support move on to alternative accommodation, where appropriate.</li> <li>To update case management systems and other IT systems as appropriate and use systems to identify trends in needs and gaps in service.</li> <li>To gather information from the customer and a range of other sources and use it to advise them of the most effective way of resolving their query.</li> <li>To take service requests via a number of channels, handle complaints, deal with enquiries and where appropriate signpost customers to the agency most qualified to assist them with their query.</li> <li>Promote alternative more cost effective methods of contact where available and appropriate.</li> <li>Contribute to the development of service strategies, policies and plans.</li> <li>Liaise, negotiate, and collaborate with internal and external stakeholders including managers, employees, councillors, members of the public and partnership agencies.</li> <li>Contribute to performance management and data analysis and interpretation, promoting quality practice and service delivery, ensuring continuous improvement.</li> <li>Develop and maintain knowledge of local and national regulations, policies and procedures which have implications for service delivery, to satisfy internal and external demands.</li> <li>Undertake any other duties commensurate with the role as requested by management.</li> </ul>						
<b>Education and Training</b>					<b>Measure</b>	<b>Rank</b>
<ul style="list-style-type: none"> <li>4 G.C.S.E's including maths and English at Grade C or above or equivalent</li> </ul>					A/C	E
<ul style="list-style-type: none"> <li>Relevant NVQ level 3 or equivalent</li> </ul>					A/C	E

<b>Relevant Experience</b>	<b>Measure</b>	<b>Rank</b>
<ul style="list-style-type: none"> <li>• Experience of working in a customer focused environment and dealing with vulnerable clients who may be in crisis/distress.</li> </ul>	A/I	E
<ul style="list-style-type: none"> <li>• Experience of providing professional advice and guidance to members of the public, external agencies and other forums.</li> </ul>	A/I	E
<ul style="list-style-type: none"> <li>• Experience of working with sensitive and highly confidential information</li> </ul>	A/I	E
<ul style="list-style-type: none"> <li>• Experience of welfare benefits and/or housing and/or homelessness</li> </ul>	A/I	D
<ul style="list-style-type: none"> <li>• Experience of developing new guidance and putting it into practice.</li> </ul>	A/I	E
<b>General and Special Knowledge</b>	<b>Measure</b>	<b>Rank</b>
<ul style="list-style-type: none"> <li>• Knowledge of local and national strategies, policies and legislation relevant to the area of work.</li> </ul>	A/I	E
<ul style="list-style-type: none"> <li>• Knowledge and understanding of support services for vulnerable adults</li> </ul>	A/I	E
<ul style="list-style-type: none"> <li>• Working knowledge of Microsoft applications.</li> </ul>	A/I	E
<ul style="list-style-type: none"> <li>• Knowledge of the pressures facing local government and communities</li> </ul>	A/I	E
<ul style="list-style-type: none"> <li>• A good understanding of the early help agenda/prevention and what this means in practice.</li> </ul>	A/I	E
<ul style="list-style-type: none"> <li>• Understand the benefits of, enables and implements multi-agency multi-disciplinary/partnership working to improve the outcomes for vulnerable people.</li> </ul>	A/I	E
<b>Skills and Abilities</b>	<b>Measure</b>	<b>Rank</b>
<ul style="list-style-type: none"> <li>• Excellent communication, negotiation and interpersonal skills with the ability to deal with a variety of internal and external stakeholders, including exchanging information/building relationships, giving advice and guidance, counselling, negotiating/persuading and handling private, confidential and sensitive information.</li> </ul>	A/I	E
<ul style="list-style-type: none"> <li>• Ability to work in partnership with a range of organisations both statutory and voluntary and community groups and the ability to communicate effectively with the public using a suitable level of fluency in spoken English, in line with the English Language requirement for public sector workers.</li> </ul>	A/I	E
<ul style="list-style-type: none"> <li>• Strong organisation and time management skills with the ability to work under pressure, being self-motivated and able to use own initiative under minimal supervision.</li> </ul>	A/I	E
<ul style="list-style-type: none"> <li>• Ability to empathise with a range of customers in a fair and sensitive manner.</li> </ul>	A/I	E
<ul style="list-style-type: none"> <li>• Ability to handle and process manual and computerised information, ensuring accuracy of processing and safeguarding of confidential information.</li> </ul>	A/I	E
<ul style="list-style-type: none"> <li>• Ability to adopt an effective approach to problem solving, adapting to changes in circumstances and information</li> </ul>	A/I	E
<ul style="list-style-type: none"> <li>• Ability to establish the needs of customers using appropriate questioning techniques and listening skills and using them to agree and implement solutions.</li> </ul>	A/I	E
<ul style="list-style-type: none"> <li>• Ability to adopt a process of continual improvement and suggest ways of working more efficiently and effectively to improve service delivery.</li> </ul>	A/I	E
<b>Additional Requirements</b>	<b>Measure</b>	<b>Rank</b>
<ul style="list-style-type: none"> <li>• Willing to learn and support the development and implementation of new policies and procedures.</li> </ul>	A/I	E
<ul style="list-style-type: none"> <li>• Willing to work flexibly in accordance with policies and procedures to meet the operational needs of the council.</li> </ul>	A/I	E

<ul style="list-style-type: none"> <li>• Willing to undertake training and continuous professional development in connection with the post.</li> </ul>	A/I	E
<ul style="list-style-type: none"> <li>• Work in accordance with the council's vision, priorities, values and behaviours.</li> </ul>	A/I	E
<ul style="list-style-type: none"> <li>• Able to undertake any travel in connection with the post.</li> </ul>	A/I	E