**JOB DESCRIPTION**

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| **Job title** | Evening Triage and Phone Support Worker | |
| **Sector/Function** | Operations | |
| **Department** | Hertfordshire Complex Needs Service – MH Business Unit | |
| **Reports to** | Senior Recovery Worker | |
| **Grade** | 2 | |
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| **Job purpose** | * To work as a key member of the team in delivering the service * The aim of a Triage and Phone Support Worker is to provide phone support to service users who require support, and process inwards referrals and provide remote person-centred emotional support as well as advice, information and signposting to service users who are experiencing a complex health and social issues * To ensure safeguarding and health & safety is upheld and positive outcomes are delivered * To ensure Turning Point’s vision and values are embedded in the team * To ensure all statutory requirements of the service specification are met   **Triage is part of the Complex Needs Service which offers a range of support to promote recovery and independence including:**   * Remote 1:1 support to work through the complex health and social issues, identifying causes, positive solutions and building coping strategies * Practical coaching strategies to help service users cope with symptoms * Advice, information, and support to access help with finances, benefits, and housing to improve the individual’s ability to live independently * Effective onward referral and signposting to services that will meet their needs and reduce the likelihood of future crises * These interventions will be delivered in a variety of settings, including in a dedicated triage team, in the community and via the telephone support line | |
| **Key accountabilities** | To work as part of the team in delivering the services offered as outlined above  **To support the Triage team by: -**   * Manage incoming and outgoing evening calls and ensure safeguarding and health & safety is maintained * Carrying out boundaried support to service users as required by the service * Processing inward referral process within the service, to ensure service users needs’ are met and triage requirements are met * Deliver remote person-centred emotional support as well as advice, information and signposting to service users who are experiencing a complex health and social issues * Liaise with the Triage & Volunteer Coordinator & direct line manager to support workload planning, required outcomes and debriefing * Liaise with direct line manager and on-call manager to ensure safeguarding actions are met * Working alongside the Triage & Volunteer Coordinator, Senior Recovery Workers, Team Leader and Operations Manager to develop and deliver the service and actively manage the waiting list * Escalating welfare concerns about service users accessing the service to Senior workers and managers, safeguarding leads, emergency services or other support as appropriate * Proactively recognising the indicators of deteriorating mental health and facilitate appropriate action, whilst liaising with relevant agencies * Supporting the development, delivery, and review of service user-focused interventions * Ensuring that a collaborative approach is used, with effective communication links with external professional groups e.g., CATT, Emergency Duty Teams, CMHTS, etc and to work as an effective member of any multi-disciplinary team * Ensuring record keeping is always maintained to the required standards and contributing to service monitoring requirement * Encouraging a culture of continuous performance improvement at both an individual and service level | |
| **To ensure quality standards are maintained by: -**   * Supporting management to collate data to measure effectiveness of service delivery * Ensuring all services are delivered in accordance with recognised standards: E.g., NICE Guidelines, National service framework, MHA, Helpline Partnership, SOVA, and Department of Health etc. * Liaising with the service management, service users, family and carers, local stakeholders, and commissioner representatives to ensure that the service is reviewed and co-developed over the lifetime of the contract. * Working with the Triage and Volunteer Coordinator and Operations Manager to monitor and evaluate the inward referral system, including data collation, reports, focus groups and customer satisfaction surveys * Ensure safeguarding of children and adults is paramount through all aspects of service delivery via training, audit, and supervision | |
| **To continuously review own performance and development needs to assist growth and development by: -**   * Participating in open two-way dialogue during Performance Management meetings agreeing own task and development objectives and reviewing these and overall performance against the competency framework. * Participating in training and development opportunities as agreed within the Performance Management process * Manage individual continuous professional development; keep up to date with relevant legislation   **To assist in the development of the service by:**   * Ensuring a consistent service delivery approach is embedded within the Triage process * Liaising with the Triage and Volunteer Corodiantor, Operations Manager, service users, family and carers, local stakeholders, and the commissioner to ensure that the service is reviewed and co-developed over the lifetime of the contract * Representing Turning Point at external meetings, and network locally to develop contacts, services, and Turning Point’s profile * Working with the management of the service to enhance, develop and expand the service * Meeting agreed performance targets and outcomes | |
| **To ensure a safe working environment for self and the team by: -**   * Ensuring a good standard of general housekeeping and infection control within the team’s environment * Ensuring all H&S concerns are appropriately reported, and action taken in a timely manner * Take personal responsibility for their own and others safety e.g., vaccinations, eyesight tests, workplace assessments * Ensuring that task-based and, where appropriate, clinical risk assessments and reviews are undertaken, and that identified risks are managed and mitigated where possible * Ensuring H&S policies and procedures are complied with * Following the formal reporting process for serious untoward incidents and accidents * Participating in regular reviews of the business continuity plan where appropriate | |
| **To ensure compliance with internal and external standards and codes of conduct by-**   * Meeting all regulatory requirements * Complying with Turning Point’s Code of Conduct, policies, and procedures * Participating in regular audits (internal and external) and ensure results are acted upon within the team | |
| To undertake any other duties reasonably requested by Line Manager | |
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| **Dimensions** | Direct reports | * Senior Recovery Worker |
| Total staff overseen | * Not applicable |
| Internal contacts | * Team members (Operations Manager, Team leader, Senior Recovery Workers, Triage and Volunteer Coordinator, Recovery Workers, Peer Mentors, Volunteers) * / Senior Operations Manager/ Regional Operations Manager/Central departments |
| External contacts | * Service users * Carers (e.g. family members) * Commissioners * Agencies/partners including statutory services * General public * Media enquiries * Local businesses/ community |
| Planning outlook | * Day to day service delivery * Annual service business plans in liaison with Operations Manager |
| Problems solved | * Support to service users, carers * Liaison with other external teams to achieve positive outcomes for service users * Working alongside the service management to ensure the service has adequate staff cover at all times |
| Financial authority | * Not applicable |

**PERSON SPECIFICATION**

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| **Job title** | Evening Triage and Phone Support Worker | |
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| **Personal effectiveness** | Essential | Desirable |
| * Experience in working in a phone support line setting to support vulnerable people * Understanding of the challenges experienced by people with mental health difficulties and complex needs. * Ability to work in a recovery orientated, person centred, non-judgemental manner * Ability to provide calm, consistent support to those experiencing a mental health crisis * Experience of working towards achieving individual and team objectives * Experience in data processing * Good time management and able to work to deadlines * Confident and effective communicator * A good listener * Understanding of the importance of professional boundaries working with vulnerable people. * Collaborative team working skills * Adaptable and able to work in a challenging and changeable environment * Proven track record in managing incidents of verbal and physical aggression |  |
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| **Technical effectiveness** | Essential | Desirable |
| * In depth knowledge and understanding of the complex and multiple needs faced by the service user group * Numeracy, literacy, and IT skills * Committed problem solver |  |
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| **Acquired experience & qualifications** | Essential | Desirable |
| * Experience of delivering phone support and processing written and verbal communications effectively * A demonstrable belief in a values-led approach to working with service users with a mental health issue. * Holds qualification appropriate to the sector e.g. NVQ/QCF or willingness to study towards same * Working knowledge of Safeguarding Of Vulnerable Adults framework, the ability to follow procedure and development of a culture of safe practice |  |
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| **Other requirements** | Essential | Desirable |
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