**JOB DESCRIPTION**

|  |  |
| --- | --- |
| **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 |
|  |  |
| **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 |
|  |
| **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**

|  |  |
| --- | --- |
| **Job title** | Evening Triage and Phone Support Worker |
|  |
| **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
 |  |
|  |  |  |
| **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
 |  |
|  |  |  |
| **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
 |  |
|  |  |  |
| **Other requirements** | Essential | Desirable |
|  |  |