

ROCHDALE BOROUGH COUNCIL

JOB DESCRIPTION

SERVICE:	Adult Care
SECTION:	Prevention Team
LOCATION:	Number One Riverside, Smith Street, Rochdale / place based as per the needs of the service
JOB TITLE:	Casual Triage & Prevention Assistant
POST NUMBER:	
Grade:	Grade 4. £13.69 an hour
Accountable to:	Triage & Prevention Officer
Accountable for:	None
Hours of Duty:	Casual hours

Any Special Conditions of Service:

The Authority operates a Smoke Free Policy for all its employees and applies to any building and associated grounds within in the immediate vicinity of the building which is wholly owned, leased or operated and occupied by R B C.

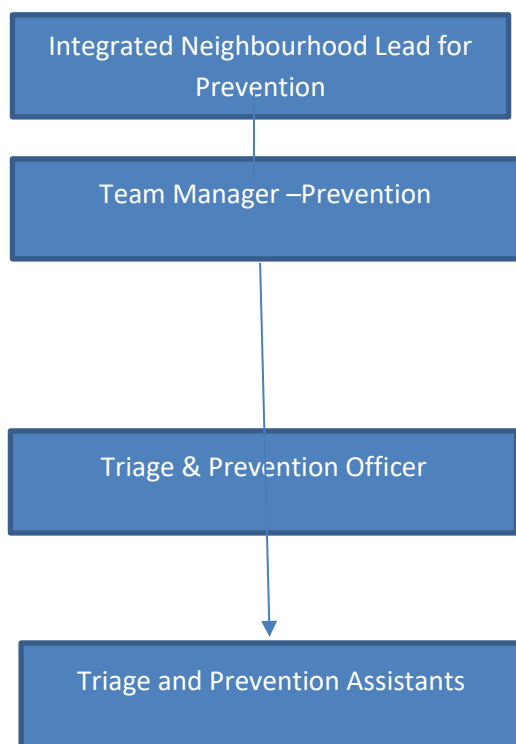
In accordance with Section 7 of the Immigration Act 2016 this post requires the ability to converse at ease with the members of the public and provide advice in accurate spoken English.

Some travel may be required, as per the needs of the service.

The postholder will be required to work across 7 days, flexibly and outside of normal working hours to attend meetings and other events as required by the Service.

The Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects staff to share this commitment.

ORGANISATION CHART



PURPOSE AND OBJECTIVES OF THE JOB

Responsible for:-

To provide assistance to projects within the Careline service, including providing information and advice and support for people to navigate the social, voluntary and Health Care Systems. To contact residents, book appointments and update databases. To improve service users' outcomes and meet their needs within the Prevention Agenda.

To support with the development and promotion of Assistive Technology and Digital focussed solutions to maintaining wellbeing.

To support with the development and reviewing of digital solutions and informal support options available within the borough.

To provide back office support for the installation of Assistive Technology and Digital solutions in line with agreed policies and procedures.

To act as ambassador for the Council and service at all times and develop and maintain effective and professional relationships within the service and with other services/partners to raise the profile of associated equipment/services.

Control of Resources

Personnel

Not Applicable.

Financial

None

Equipment

To be responsible for the management, effective use and security of financial systems relevant to the post, including software and ICT equipment.

To be responsible for the efficient and effective use of premises, furniture, equipment and consumable goods used in relation to the work of the post holder and any staff under their control.

Health/Safety/Welfare

Responsibility for the safety and welfare of self and colleagues in accordance with Health and Safety policies of the Council.

Equality and Diversity

To work in accordance with the Authority's Policy relating to the promotion of Equality and Diversity.

Training and Development

The post holder will be responsible for assisting in the identification and undertaking of his/her own training and development requirements.

Relationships (Internal and External)

Colleagues across the Council, elected members, statutory partner agencies, voluntary sector, service users, carers and local community groups / organisations.

Responsibilities

The post holder must -

- (i) Perform his/her duties in accordance with Rochdale Council's Equality and Diversity Policy.
- (ii) Ensure that Rochdale Council's commitment to public service orientation and care of our customers is provided.

Values and Behaviours

Approach the job at all times using the values set out below

- Proud of the difference we make
- Passionate about the diversities of the Borough
- Pioneering and Open in our Approach

Be aware of and apply these behaviours at all times.

Principal Duties

1. To undertake a proportionate holistic strength based triage tools/ assessments which may include signposting, advice and directive support to individuals with a wide range of needs to increase the independence and welling.

2. To provide an information, advice and enquiry service to vulnerable adults, older people and their families and carers, across the Rochdale Borough..
3. Contact residents and book appointments for installation of digital assistive technology
4. To ensure that the information and advice given is proportionate and it assists to promote the individual's wellbeing by increasing their choice and control
5. To communicate effectively to a wide range of people including people.
6. To ensure that sign language and interpretation of language is available when necessary
7. To update various databases and systems with information
8. To share information with internal and external parties, ensuring this is completed in line with GDPR and confidentiality policy
9. To communicate sensitively and tactfully with a range of people, including service users, carers, partner organisations, staff and volunteer groups
10. To program a range of equipment associated with Assistive Technology and Digital Solutions,
11. To ensure the Data Protection Act is adhered to when processing data
12. To contribute towards the collation of data for customer satisfaction and other surveys
13. To support people across the Rochdale Borough to remain independent, identifying Local services that people are able to access.
- 16: To ensure the accurate maintenance of records, returns, filing systems and financial information.
17. To maintain effective working relationship with providers across the borough.
18. To maintain and analyse data and key performance indicators as agreed with the line manager.

Secondary Duties

- 1 To participate in Council programmes of in-service training as a trainee and when required as a trainer facilitator.
- 2 To undertake such other duties and responsibilities of an equivalent nature as may be determined from time to time by the Assistant Director (or nominated representative) in consultation with the post holder (and if he/she so wishes, with his/her Trade Union representative).

Prepared by	<u>E Cadogan</u>	Date	<u>May 2026</u>
Agreed by Post holder	_____	Date	_____
Supervisor	_____	Date	_____
Service Director	_____	Date	_____

Rochdale Borough Council Person Specification

Service :	Adult Care	Post:	Triage & Prevention Assistant
Section :	Prevention Service	Post Number :	
Job Ref:		Grade:	4

Note to Applicants:

The *Essential Criteria* are the qualifications, experience, skills or knowledge you **MUST SHOW YOU HAVE** to be considered for the job.

The *How Identified* column shows how the Council will obtain the necessary information about you.

If the *How Identified* column says the **Application Form** next to an *Essential Criteria* you **MUST** include in your application enough information to show **how** you meet this criteria. You should include examples from your paid or voluntary work.

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Criteria	Essential (E) or Desirable (D)	How Identified: AF Application Form I Interview A Assessment
Filter Questions		
1 Experience of information and advice work	E	AF
2 Experience of working in a social care setting	E	AF
3 Able to travel around the borough of Rochdale and other locations	E	AF
(a) Special Working Conditions		
1 Able to work across 7 days, flexibly and outside of normal working hours to attend meetings and other events as required by the Service	E	AF
2 Committed to gaining new skills relevant to the post and attendance to relevant training?	E	AF
3 Ability to converse at ease with the members of the public and provide advice in accurate spoken English	E	I
(b) Qualifications and Experience		
1 Experience of implementing and maintaining office related IT systems and web based systems including database and spreadsheet applications	E	AF/I
2 Proven experience of effective communication both verbally and in writing	E	AF/I
3 Experience in using well developed negotiation skills to challenge behaviour and expectations when necessary	E	AF/I
4 Experience of implementing and maintaining administrative processes and systems within a social care environment to support service delivery	E	AF/I

5	Experience of working in an evolving/changing environment demonstrating flexibility of approach and a positive attitude	E	AF/I
6	Methodical approach to problem solving and experience of implementing and promoting service development initiatives	E	AF/I
(c) Skills and Knowledge			
1	Knowledge of the use of Assistive Technology and Digital solutions to promote the independence of vulnerable adults.	E	AF/I
1	Knowledge and understanding of the needs and issues faced by older people and vulnerable adults	E	AF/I
2	Ability to develop and maintain effective relationships with external partners	E	AF/I
3	Ability to ensure impartiality and confidentiality when dealing with clients	E	AF/I
4	Effective listening skills	E	AF/I
5	Excellent organisational skills	E	AF/I
6	Ability to prioritise and work on own initiative and work effectively as a member of a team		
7	Ability to keep up to date with changes in relevant legislation and policies	E	AF/I
8	Knowledge and understanding of social care systems, e.g. Liquid Logic, FACE assessment tools	D	AF
(d) Behaviours and Values			
1	<p>Approach the job at all times using the values set out below:</p> <ul style="list-style-type: none"> • Proud of the difference we make • Passionate about the diversities of the Borough • Pioneering and Open in our Approach <p>Please confirm you are willing to adhere to these values and behaviours.</p>	E	AF/I