

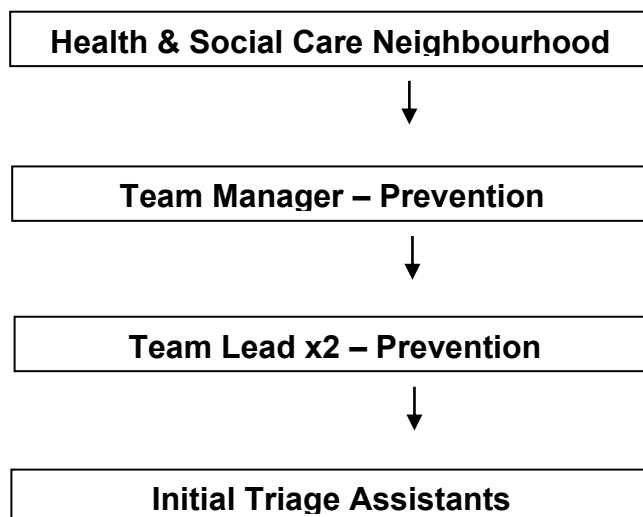
ROCHDALE BOROUGH COUNCIL

JOB DESCRIPTION

SERVICE:	Integrated Care & Health
SECTION:	Prevention Team
LOCATION:	Number One Riverside, Smith Street, Rochdale / place based as per the needs of the service
JOB TITLE:	Initial Triage Assistant
POST NUMBER:	
Grade:	3
Accountable to:	Locality Coordinator / Advanced Practitioner / Team Leader / Team Manager
Accountable for:	None
Hours of Duty:	37
Any Special Conditions of Service:	<p>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 RBC.</p> <p>The post holder will be expected to undertake a certain amount of travelling in the course of his/her duties for which a casual car user allowance will be paid.</p> <p>'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.'</p> <p>This post is not Politically Restricted in accordance with the current regulations.</p> <p>External candidates applying for this role must be a Rochdale Resident who lives within the municipal boundaries of the Borough of Rochdale (i.e where the household pays council tax to Rochdale Borough Council).</p>

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 receive, triage, and where possible resolve and record customer enquiries about Adult Care and related services.

To refer, signpost, or pass on enquiries which require further input where appropriate.

To provide a high standard of customer service to customers contacting the service.

The role includes providing a range support services, including input and analysis of data and managing meetings.

CONTROL OF RESOURCES

Personnel

Not Applicable

Financial

To work in accordance with Financial Regulations and procedures of the Authority.

Equipment/Materials

To ensure effective and appropriate use and security of information systems relevant to the post including software and ICT equipment.

To ensure the efficient and effective use of equipment and consumable goods used in relation to the work of the post holder.

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 in accordance with the Council's Performance Management Framework.

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 values and associated behaviours at all times.

Principal Duties

1. To provide effective and responsive support in triaging referrals coming into Adult Care.
2. To ensure that information and advice provided is up to date, accurate and in accessible formats appropriate to client group. Flag up any changes to Our Rochdale via the correct pathways and encourage missing organisations to add themselves on.
3. Respond to requests for information, using initiative to resolve at point of contact where appropriate and escalating where necessary. Ensuring that the information and advice given is proportionate and it assists to promote the individual's wellbeing by increasing their choice and control using escalation processes as appropriate.
4. To communicate effectively and sensitively with a wide range of people.
5. To administer meetings, forums and training sessions, including scheduling, agenda preparation, invites, accurate and timely minute taking and following up / monitoring any actions required. This will include liaising with Health colleagues to set up and service Multi-Disciplinary Team meetings and other events as integration develops.
6. To update and maintain the case management system and any other electronic systems with accurate and timely information, ensuring that data is protected and secured in line with relevant legislation and policies.
7. To retrieve, collate and analyse relevant information from a variety of sources as required.
8. To process referrals to Adult Care and associated schemes in line with agreed procedures.
9. To work to and assist in the identification of potential improvements to administrative processes and procedures.
10. To maintain effective working relationship with Providers and Contractors.

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 Service Head (or nominated representative) in consultation with the postholder (and if he/she so wishes, with his/her Trade Union representative).

**Rochdale Borough Council
Person Specification**

Service :	Integrated Care & Health	Post:	Initial Triage Assistant
Section :	Prevention Service	Post Number :	
Job Ref:		Grade:	3

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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Essential criteria	Essential (E) Desirable (D)	How Identified: AF Application Form I Interview A Assessment
(a) Special Working Conditions		
1. Please provide details of your commitment to work flexibly as required.	E	AF
2. If you are an external candidate, please confirm you are a Rochdale Resident who lives in the municipal boundaries of the borough of Rochdale? (e.g. if your household pays council tax to Rochdale council)	E	AF/I
(b) Qualifications and Experience		
1. Please provide evidence of GCSE A-C (or equivalent) in Maths and English Language or demonstrate a high level of competency in these subjects	E	AF/I/A
2. Please provide details on your experience of customer service and administrative support	E	AF/I/A
3. Please give details of your experience of analysing financial data for numerical accuracy	E	I/A
4. Please give details of your experience of working in an evolving/changing environment demonstrating flexibility of approach and a positive attitude	E	I/A
5. Please provide details of your experience of using information technology effectively, including Microsoft Office and customer recording and monitoring systems to a well-developed level	E	AF/I/A
(c) Skills and Knowledge		
1. Please provide details of your knowledge and understanding of	E	AF/I/A

	the needs and issues faced by older people and vulnerable adults and the role of the Local Authority.		
2.	Please give details of your effective communication skills, both verbally and in writing	E	AF/I/A
3.	Please provide details of how you use your skills to ensure impartiality and confidentiality when dealing with clients	E	AF/I/A
4.	Please provide details of your excellent organisational skills	E	I/A
5.	Please give details of your ability to prioritise and work on own initiative and work effectively as a member of a team	E	AF/I/A
6.	Please provide details of your methodical approach to problem solving	E	I/A
7.	Please give details on your ability to produce accurate and timely minutes from complex meetings.	E	AF/I/A
(g) 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