

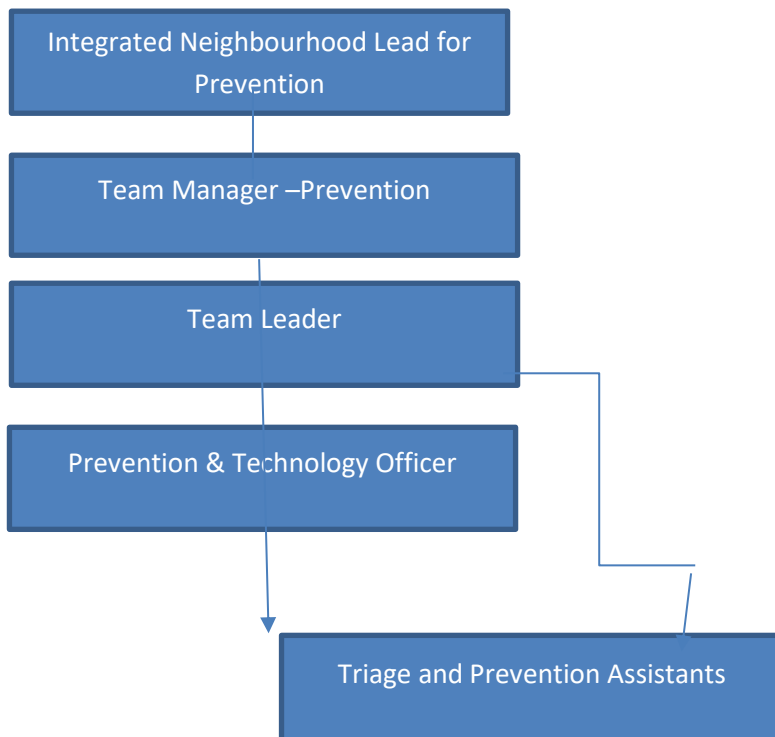
ROCHDALE BOROUGH COUNCIL

JOB DESCRIPTION

SERVICE:	Integrated Care and Health
SECTION:	Prevention Team
LOCATION:	Number One Riverside, Smith Street, Rochdale / place based as per the needs of the service
JOB TITLE:	Triage and Prevention Assistant
POST NUMBER:	
Grade:	4
Accountable to:	Locality Coordinator / Advanced Practitioner /Team Leader/ Team manager
Accountable for:	None
Hours of Duty:	37 hours per week across 7 days, as per the needs of the service
Any Special Conditions of Service:	An enhanced DBS check is necessary for this position. 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. 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. 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.

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 a **Triage and Prevention** role, including providing information and advice and support for people to navigate the social, voluntary and Health Care Systems. The completion of person centred assessments for carers and service users and to promote local support services including Assistive and Digital solutions that are available to Rochdale Borough Residents. 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 support with the installation of Assistive Technology and Digital solutions in the in the homes of service users 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 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. Flag up any changes to Our Rochdale via the correct pathways and encourage missing organisations to add themselves on.
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 who may fund their own care and support about the options available
6. To ensure that sign language and interpretation of language is available when necessary
7. To organise, manage and attend regular Information and Advice Surgeries across the borough (including occasional home visits if necessary) and ensure follow up is activated expediently
8. To assist in the monitoring and evaluation of the use of surgeries
9. To communicate sensitively and tactfully with a range of people, including service users, carers, partner organisations, staff and volunteer groups
10. To liaise with local disability/older peoples groups to ensure up to date information and advice is given
11. To fit/program a range of equipment associated with Assistive Technology and Digital Solutions, following receipt of an appropriate referral and provide ongoing support to both the service user and carer during the process of installation and acclimatisation.
12. To remove, clean and recycle or ensure the safe disposal of Assistive Technology and Digital Technology and associated equipment no longer required.
13. To ensure the Data Protection Act is adhered to when processing data
14. To contribute towards the collation of data for customer satisfaction and other surveys
15. 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, including the voluntary sector.
- 18.To maintain and analyse data and key performance indicators as agreed with the line manager.
- 19. To ensure, service provider compliance in the recording of data related to service provision and where necessary to inform and contribute to the contract monitoring processes to ensure domiciliary care providers meet agreed standards

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>H Harrison</u>	Date	<u>August 2025</u>
Agreed by Post holder	<u></u>	Date	<u></u>
Supervisor	<u></u>	Date	<u></u>
Service Director	<u></u>	Date	<u></u>

**Rochdale Borough Council
Person Specification**

Service :	Integrated Care & Health	Post:	Triage and 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	E	I
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	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 Please confirm you are willing to adhere to these values and behaviours.	E	AF/I