

Triage Officer

Role Profile

Service: Housing Options Service Trafford (HOST) – Place Directorate
Band: Band 3
Reporting to: Triage Team Leader (HOST)
Responsible for: No direct reports



TRAFFORD
COUNCIL

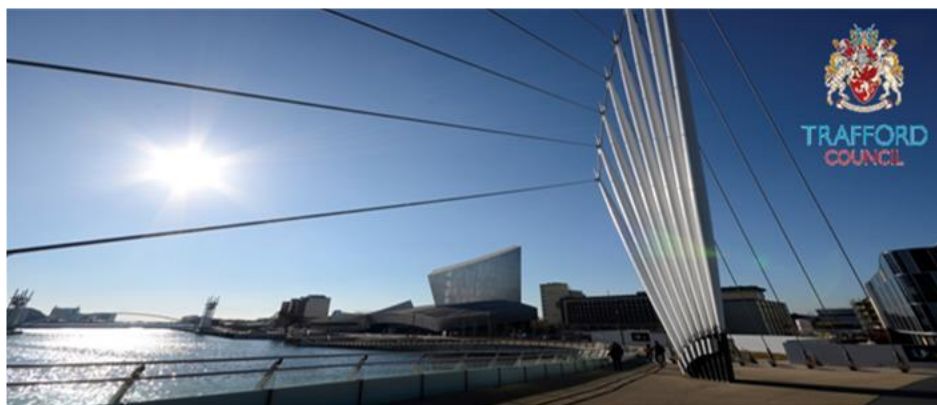
About Us

Trafford is a great place to live, work, learn and visit. From its leafy suburbs, to its more urban areas, the borough takes pride in its strong, diverse communities, its cultural and sporting heritage and its position at the heart of the region's economic powerhouse.

Trafford Council and its partners in the public, private and third sectors have a Vision which sees us working together to close inequality gaps and maximise Trafford's huge potential.

Our vision: Trafford – where all our residents, businesses and communities thrive

At the heart of our vision is a common cause – we want to make Trafford a better borough. We want to make it a place where everyone has a chance to succeed and where everybody has a voice. Through our new vision, we are making a commitment to work together across different services and agencies to make the best use of our resources.



Our Culture

Trafford Council employs around 2300 non-school members of staff and as one of the biggest employers in the borough, we work hard to make Trafford Council an employer of choice. We care what you think and believe you are more than just a job role. We have a great benefits' package and a real focus on your health and wellbeing, as well as, extensive learning, succession and development opportunities.

For us, it's not just about *what* we achieve as an organisation, but *how* we do it. Therefore, all employees are expected to display our **EPIC** values.

At Trafford Council we are EPIC

We EMPOWER – We inspire and trust our people to deliver the best outcomes for our customers, communities and colleagues.

We are PEOPLE CENTRED – We value all people, within and external to the organisation and give those around us respect. We will act with honesty and integrity in all that we do, and create an environment that enables everyone we work with to thrive and succeed.

We are INCLUSIVE – We are committed to creating an environment that values and respects the diversity and richness differences bring.

We COLLABORATE – We build relationships, collaborate; treat people as equal partners and work together to make things happen.

About the Role

This Role Profile outlines the key tasks you will be expected to perform to give you an understanding of a typical day and the key activities that you will be expected to deliver or contribute to the delivery of.

The 'About You' section explores what qualifications, experience, skills and knowledge you will need for the role.

We are a values-based organisation and you will need to reflect our values, as well as the requirements in 'About You' in your application.

Overview

Our Housing Options Service Trafford (HOST) Team is based at offices in Sale Waterside. The team carries out the housing advice, options and homelessness functions for Trafford borough. This includes homelessness prevention, homelessness assessment and the provision of housing options, emergency and temporary accommodation for people in housing need in Trafford.

Your Main Priorities

- Providing an effective triage service for the HOST Team.
- Dealing with customers and partner agency enquiries on a day-to-day basis and providing excellent customer service to Trafford residents.
- Providing support to the Housing Options and Temporary Accommodation Teams in different areas of the service.

Key duties

- Acknowledging, responding to, and managing all new housing advice enquiries that are received by the HOST Service (on the telephone and by e-mail). Listening carefully to understand the circumstance of each customer, giving initial advice and signposting customers to other organisations as needed.
- Carrying out a rapid initial assessment of each customer's needs and circumstances (e.g. to establish whether or not the customer is eligible, homeless or threatened with homelessness within 56 days, has a local connection with West Northants and is likely to be in 'priority need').
- Proactively making enquiries with other teams/organisations to ensure that customers' housing and support needs are fully assessed. Asking questions, obtaining as much information as possible, and collecting any documentation needed to inform the Council's decision on whether or not the customer is in 'priority need.'

- Working collaboratively with the Triage Team Leader, colleagues in the HOST Team, and other stakeholders to increase efficiency, improve service delivery and value for money, and encourage multi-agency working (e.g. supporting with multi-agency strategy and policy development, innovative ways of working).
- Ensuring that accurate, detailed records are kept of all interviews and telephone calls and ensuring follow-up actions have been taken. Maintaining files to a high standard to support data monitoring, decision-making and effective case management.
- Keeping own knowledge up-to-date of relevant legislation, guidance, and case law, and sharing learning with colleagues. Supporting the Council meets its statutory obligations towards people who are homeless or threatened with homelessness, and that only those households for whom the Council has a duty are provided with accommodation.
- Maintaining a good understanding of the Council's policies and procedures for safeguarding children, vulnerable adults and people affected by domestic violence. Alerting Children's Services and/or Adults Social Care if you suspect that a child or vulnerable adult might be being abused, neglected, or harmed.
- Using Microsoft Office 365 and internal IT systems (e.g. Locata) to manage information efficiently and securely to reduce risk and minimise duplication of records/errors.
- Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
- Showing empathy and understanding and being aware of other people's behavioural, physical, social and welfare needs, whilst also ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself, colleagues and customers.
- Positively promoting and representing Trafford Council at all times. Building and maintaining trust and confidence with stakeholders, partners, tenants and communities.
- Carrying out any other duties commensurate with the grade of the post that may be needed by management from time to time.

About You

Qualifications and Professional Development

- 5 GCSEs or equivalent qualifications, including Maths and English
- Commitment to continuous personal and professional development

Experience and Knowledge

- Experience of working with members of the public from diverse communities or working in a customer service environment – listening to and understanding the needs of each individual to deliver excellent customer service
- Experience of using administration practices and processes
- Experience of working as part of a team to achieve collective goals
- Experience of quickly analysing problems and finding appropriate and timely solutions
- Experience of guiding or advising on standard procedures and processes
- Understanding of the requirements of General Data Protection Regulation (GDPR) legislation and managing information securely
- Knowledge of safeguarding and safeguarding responsibilities
- Experience of using IT software packages (e.g. Microsoft Office Outlook, Word, Excel) and databases to input/extract data

Skills and abilities

- Excellent communication skills (verbal and written): able to exchange information and provide advice in a way that is clear and understandable to the recipient
- Able to establish and maintain excellent working relationships with people from a variety backgrounds, including colleagues, teams, managers, members of the public and external agencies/stakeholders
- Good planning and organisational skills: with minimal supervision, able to use initiative and prioritise own workload to meet deadlines and the needs of the team
- Attention to detail and ability to draft standard and non-standard documentation using corporate templates, reports and spreadsheets, accurately and efficiently
- Able to work effectively and remain-solution focused when handling challenging queries, responding to unexpected situations, or managing multiple requests

Special Conditions

- N/A

Date prepared/revised	New role – 18/03/20205
Prepared/revised by	C Siddall / R Miller / R Pollard

Job Evaluation	MAR 2025

Health and Safety

To operate safely within the workplace with regard to the Council's health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

Equalities & Diversity

To work within the Council's Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

Customer Care

To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery.
To recognise the value of its people as a resource.

Training and Development

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

Policy

To work at all times within the established policies and practices of the Council, within the framework established by the Council Constitution and associated guidance.

Information Governance

Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to personal and or sensitive information relating to service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the Council unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence and or data breach has been established.

All information obtained or held during the post-holders period of employment that relates to the business of the Council and its service users and employees will remain the property of the Council. Information may be subject to disclosure under relevant legislation.

To ensure information is shared safely and complies with information governance standards and associated legislation.