

# Triage Officer

## Carer Assessment Service



### Purpose

The Carer Assessment Service receive referrals for Carer Assessments in a variety of ways, including via Mosaic (ASC's CRM), Self-Assessment, and internally from our colleagues at CSWS.

You will be the first point of contact for all referrals into the service, and follow up via telephone, e-mail, letter, or other electronic systems.

Working within a team that is based in the community you will be required to work from home, with occasional meetings in community venues.

Using your knowledge and/or experience of assessments together with a working knowledge and/or lived experience of health and social care, you will use your excellent communication and interpersonal skills to triage referrals to provide the most appropriate and proportionate response to carers.

### Responsibilities and Duties

- Be the first point of contact for assessment referrals and identify the appropriate pathway following CSWS Carer Assessment triage guidance.
- Contact referrers and/or carers to gather further information and establish next steps if required.
- Manage referrals by searching Mosaic and CSWS records, creating person records, and progressing or closing referrals appropriately.
- Identify any risks that may require more immediate attention and ensure safeguarding vulnerable adults and children and the health and safety of staff, volunteers and carers is considered.
- Ensure accurate and appropriate information is recorded within the service user's CRM records, both internally and on Mosaic, maintaining data protection and confidentiality of sensitive information.
- Maintain professional and empathetic communication with professionals, colleagues and carers.
- Contribute to the achievement of service targets and outcomes
- Collate feedback from service users.
- Promote Think Carer principles, including best practice knowledge, understanding of local/national carer landscape and raising awareness of carer issues.

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### Person Specification

#### Education

- A good all-round education including GCSE's (or equivalent) or NVQ level 2.
- Interest in Health and Social Care, particularly as it relates to working with Carers and adults.

#### Skills and Experience

- Excellent communication skills, able to negotiate, build relationships, advocate for people, and inspire others.
- Able to work autonomously (remotely at times from Carer Support colleagues and manager).
- Competent IT skills and experience of using databases and/or CRM systems.
- Excellent organisational and time management skills.
- Ability to make decisions and use professional expertise.
- Able to work across a diverse of communities and to work in an inclusive working environment.

#### Personal Qualities

- A natural communicator who is sensitive to people's individual situations.
- An understanding of the impact of caring on the lives of family and friend carers
- Able to remain calm and in control in a crisis and to be measured in your response.
- Confident, energetic, and passionate about improving the wellbeing of others.
- Able to work flexibly as part of a team
- Confident, energetic and passionate about improving the wellbeing of others
- Work in a way consistent with the organisation's culture and values