JOB DESCRIPTION

Job title: Triage and Information Officer

Service: Dorset SENDIASS

Salary: Grade 2 Point 13-15

Hours: 15 hours per week (part-time)

Location: Home-based, with some travel required at times

Responsible to: SENDIASS Project Lead

Summary of job:

As a Triage and Information Officer you will provide a high quality first point of contact to parents, children, young people, carers, and professionals who reside in Dorset and are contacting the statutory Special Educational Needs and Disabilities Information Advice and Support Service.

The service provides confidential and impartial advice on the rights in the SEND process and other relevant legislation and SEND policy, supporting navigation through the SEND assessment process.

This role is to provide up to date and local information, make an initial triage judgement about the appropriateness and urgency of any requests for service and signpost to other services as appropriate, taking advice from the Project Lead as necessary.

The post holder will also lead on the external information and communication channels, including the shared email accounts, voicemail service, service websites and social media platforms.

There is a requirement for the post holder to undertake Level 1 Legal Training (IPSEA), which comprises e-study of up to 30 hours and face-to-face training for one day funded by the service within 3 months of being in post.

The post holder will be expected to maintain confidentiality and impartiality at all times and may from time-to-time experience contact with families that could be upsetting and challenging.

Key tasks and responsibilities:

1. Act as a helpful, clear, and efficient first and central point of contact for the services by telephone, email, text, social media, service websites and in person. To assess their information and guidance needs and provide up-to-date information and guidance on services which meet those needs, signposting appropriately.
2. To make initial triage decisions in relation to whether there is an urgency or relevance for further input and support from SENDIASS Case Workers, gaining advice from the Project Lead when appropriate.
3. To respond to information requests by the public (children, young people, and adults), colleagues, professionals, and partners according to the service customer care Minimum Standards of Delivery, in a confidential, impartial and timely way.
4. To populate, use and maintain shared information systems, to record all contacts accurately on the CRM system (Inform) and annotate appropriately for case allocation.
5. Where a request for service clearly does not meet the appropriate threshold for support, to explain this to the enquirer and, where possible, provide information about other organisations and services that may be of help. This will include managing children’s, young people’s, and parent/carers’ expectations.
6. To undertake a programme of feedback and evaluation with children, young people, parents and carers and professionals who have used the service. To contact service users via a range of access channels and systematically record and report on trends and findings for strategic reporting.
7. Under the direction of the Project Lead, to oversee social media accounts; to research and create content in line with organisational guidance; add and share relevant posts and review and respond to posts from the public and other professionals. To create reports of analytics and usage for strategic reports.
8. To provide team support, which may include the production of resources including promotional material, training material and general information resources for the public (parents/carers, children, and young people with SEND) and professionals.
9. To arrange and attend meetings, take impartial, professional standard notes/minutes, and to proofread documents and amend text, spelling and grammatical errors as necessary.
10. To operate as part of a team to be responsive to operational pressures and to provide cover for other members of administrative staff across the service.
11. To ensure you have an understanding (appropriate to your role) of, and comply with, Family Action’s procedures for promoting and safeguarding the welfare of children, young people, and vulnerable adults.
12. Undertake administrative tasks and keep timely and accurate records whilst at all times adhering to GDPR, confidentiality and information sharing protocols and provide monthly monitoring information as required.
13. Embrace and implement Family Action’s Equality & Diversity Policy in every aspect of your work and positively promote its principles amongst colleagues, service users and other members of the community.
14. To be able to evidence Family Action’s values at all times, which underpin Family Action’s mission of ‘building stronger families’ by:
15. Being people focused
16. Reflecting a ‘can do’ approach
17. Thriving for excellence in everything we do
18. Having mutual respect for everyone we work with, work for and support through our services.
19. To comply with Family Action’s Health and Safety Policy, Data Protection Policy and to protect your own and others’ health, safety, and welfare.
20. To work flexibly as required by the service and the needs of the families with which we work, including mornings and early evenings and to carry out any other reasonable duties as required.
21. There may be the need for occasional travel to fulfil the requirements of the role.

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PERSON SPECIFICATION

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| Requirements | | Essential | Desirable |
| Education, Qualifications & Background | | | |
|  | Minimum 5 GCSEs or equivalent at Grade A-C, including Maths and English | ✓ |  |
|  | Qualification at NVQ Level 3 or equivalent in relevant subject: education, health, social care, business administration, youth, and community work | ✓ |  |
|  | Hold or willing to complete specific legal training, i.e., IPSEA Level 1 as a minimum requirement within 3 months of commencing the role | ✓ |  |
| Knowledge & Experience | | | |
|  | Experience of direct work with children and young people, especially those with additional needs |  | ✓ |
|  | A good understanding of SEND policies and processes and familiarity of SEND law and guidance | ✓ |  |
|  | Knowledge of the role of SENDIASS and the Minimum Standards for delivery |  | ✓ |
|  | A good understanding of the local resources that support families, children and young people and the Local Offer | ✓ |  |
|  | Awareness of the issues that children and young people with SEND may experience |  | ✓ |
|  | Knowledge of a range of providers – Early Years, Schools, Colleges, Alternative Provision, Health Services, Social Care, Adult Transition Services and Therapy Services | ✓ |  |
|  | Experience of working with the public in an information, or customer service, role delivering to defined Customer Care standards | ✓ |  |
|  | Understanding and experience of following safeguarding policies and procedures. | ✓ |  |
|  | Experience of dealing with members of the public who may be distressed, finding effective strategies to engage when conversations are challenging and managing enquirer’s expectations | ✓ |  |
|  | Experience of using an electronic client record system and of researching, populating, posting, and monitoring social media accounts | ✓ |  |
| Skills | | | |
|  | Demonstrate ability to communicate clearly and professionally through a variety of mediums with parents, children, professionals and excellent verbal, listening and presentation skills including excellent IT skills, familiar with office 365 applications. | ✓ |  |
|  | Evidence of excellent communication, interpersonal and organisational skills | ✓ |  |
|  | Effective communication, presentation and record keeping skills, with the ability to collate data in accessible formats for service users and write comprehensive reports for a variety of stakeholders. | ✓ |  |
|  | Excellent ability to work autonomously to effectively plan and prioritise work, adapting to new models of working in a confident and professional manner. | ✓ |  |
|  | Able to communicate effectively by phone, in writing, by text, email, social media and face to face with a wide range of service users including children and young people with SEND and professionals. Able to adapt communication appropriately to meet their needs. | ✓ |  |
|  | Able to operate efficiently under pressure; to make decisions about support needs and have the confidence to seek advice when necessary | ✓ |  |
|  | Ability to use IT, including Customer Record Systems, databases, social media accounts, Word, Outlook, Excel and a range of research strategies | ✓ |  |
|  | Able to demonstrate a high level of confidentiality and understand the requirements of impartiality, data protection principles and consent | ✓ |  |
|  | Able to format documents, prepare promotional and marketing resources and collate data to inform strategic reports and planning.  Support the wider team with researching and compiling suitable training materials in preparation for delivery by Case Officers/the Project Lead. | ✓ |  |
| Values | | | |
|  | Able to evidence Family Action’s values at all times, which underpin our mission of ‘building stronger families’ by:   * Being people focused * Reflecting a ’can do’ approach * Striving for excellence in everything we do * Having mutual respect for everyone we work with, work for and support through our services | ✓ |  |
|  | Be committed to equal opportunities and uphold and comply with Family Action’s Equality & Diversity policy in all aspects of your work, promoting its principles amongst colleagues, service users and other members of the community. | ✓ |  |
| In addition, | | | |
|  | Willing to work hours in a flexible way to cover the requirements of the statutory service and contractual obligations, including some evenings and weekends as required to meet the needs of the service and the Minimum Standards, although the service is predominantly office hours. | ✓ |  |
|  | Hold a current, clean driving licence with Business Insurance and have access to transport as there will be the requirement to travel at times e.g., for in-person team meetings and SEND events. | ✓ |  |