



Job Description: Responsible for first contact of referrals for Vista rehab services and processing incoming calls to Vista for support for people across Leicester, Leicestershire and Rutland.

Job Title: Triage Support Officer

Department: Community Services

The Opportunity:

How we welcome and respond to individuals contacting us for support is important to us, as is making sure that we actively help people to get the support that they need. The role is all about care, communication, compassion and respect, and enabling our those contacting us to have access to the support available to them to be able to live their lives as fully as possible.

How you'll make a difference:

1. You'll play a major part in processing enquiries, referrals and requests for people living in Leicester, Leicestershire and Rutland, responsible for being the initial contact at Vista and gateway to our services. .
2. You'll take the time to understand any communication difficulties, and support those contacting us to make themselves understood, and easily understand any information shared with them.
3. You'll also play a pivotal part in assessing risk and need undertaking initial contact Triage and processing for incoming referrals and making appropriate onward internal and external referrals to appropriate services.
4. You'll be integral to our provision of information, advice and support to the public and professionals, including referrals from Leicestershire County Council First Contact scheme
5. Where referrals do not have clear identified needs, you'll collect information to test if further support and intervention is required through the assessment process.
6. You'll update client records including changes to personal information, referrals and action and the outcome of general assessment with detailed write up as required.
7. Make appropriate internal referrals, following relevant internal protocols to help Vista meet people's needs,

8. You'll work with other Vista departments, to collect, update and share information about and for the people we support.
9. To use new technology, with training, in order to facilitate the above
10. You'll actively promote and support individuals on the pathway for them to access their own Enhanced Care Records, Summary Care Records and make referrals for Carer assessments.
11. To ensure compliance with Vista's policy on confidentiality and requirements of the Data Protection Act / GDPR
12. To participate in training activities organised by Vista
13. To ensure compliance with Vista's Health and Safety Policy and Procedures
14. To recognise and promote Vista's Equal Opportunities Policy and Code of Practice
15. To undertake other duties that may be assigned from time to time by Directors or managers.
16. To observe the rules and regulations and be familiar with Vista's procedures

How we work together

Together we can change lives, and we do it better by working as a team. So, it's vital that:

- We co-operate with each other and communicate effectively through our writing and verbally.
- We stay up to date with what's happening by taking part in staff meetings and being responsible for keeping updated if we're unable to attend.
- We regularly take part in individual supervision meetings with our line manager and reflect on our performance in an annual appraisal.
- We support the wider work of Vista and our colleagues across the organisation by taking part in social and fundraising events.
- We help each other out by working flexibly wherever possible, when needed and sometimes during unsocial hours, to respond to our residents' needs or emergencies.

A little bit about health & safety, safeguarding and more

Like you, we're dedicated to providing the highest standards of care and safety.

Therefore, it's crucial that we all comply with regulations, best practice guidelines and organisation-wide policies and procedures. We'll tell you more about how we do this later in the process.

Resources

a) People: This post liaises with colleagues across the community services department and the rest of Vista

b) Financial: N/A

c) Special Factors: N/A

Additional responsibilities

- 1) To ensure activities comply with current law
- 2) To operate within the law at all times, with particular reference to health and safety; safeguarding; equality and data protection legislation
- 3) To work flexibly, including additional hours from time to time to meet the needs of the job, and some unsocial hours working

Prepared by: CB

Date: 29th March 2021

This job description sets out the duties of the post at the time when it was drawn up. Such duties may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.

Person Specification

Criteria	Essential	Desirable	How Identified (e.g. form, interview, test)
Qualifications & Training	GCSE or equivalent in English and Maths (Grade C or above)	3 Additional GCSE's or equivalent (Grade C or above) GCSE or equivalent Health and Social care (Grade C or above)	Form

Experience	Experience in an administrative/clerical work	Knowledge of working with people living with sight loss and or people with disabilities	Form Interview
	Experience of dealing with various queries (mainly over the telephone/email) Database experience/ Microsoft 365 Office		
Skills & Knowledge	Good verbal and written communication skills Competent in using word processing Keyboard skills Ability to prioritise and use own initiative Ability to work as part of a busy team Good telephone manner Adaptable and reliable Ability to pick up new skills and willingness to learn		Forms Interview
Personal Qualities	Commitment to provide a high standard of work Good health record Good attendance record		References Interview

Other			
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