

Application Pack

Triage Officer



Welcome from Juno Hollyhock Chief Executive

Officer

Thank you so much for taking the time to consider applying for the role of Triage Officer here at Rose Road.

The Family Services Team, where this role is located, is an energetic team supporting families every day through face-to-face meetings, virtual meetings and our essential helplines.

For some families, our staff are the first people they have been able to speak to who understand their fears and their concerns. For others we have been with them throughout what can be a very painful journey, sometimes leading to a Tribunal. We are with them every step of the way providing professional and compassionate support.



As a Triage Officer you will be the first point of contact for these families, often providing a supportive and listening ear to begin with as you work with them to assess the level of support that they need.

The Family Services Team that you will refer on to are highly responsive and constantly produce new resources and solutions for our families, no challenge is too difficult for them – they are creative and responsive in their approach.

Working for Rose Road is incredibly rewarding. The challenges are high but knowing that you are supporting families in difficulty leads to an immense sense of achievement and satisfaction. You may go home tired at the end of a day, but you can go home knowing that you have done an amazing job.

As a team we are profoundly committed to our families, they are at the forefront of everything that we do across both the direct care and information sides of our work. Staff here are passionate about their work and contribute directly and openly to the design and development of our services.

Management have an 'open door' policy and our mantra is that managers serve the staff so that the staff can serve the families. Your welfare is important to us as it directly impacts the support that you can give to the families that they serve.

There are a range of ways in which we as an Association can help with your welfare both at work and with non-work issues if needed. We know and understand that non-work pressures can impact on our working lives. We are all human.

Please do read on to find out more about this role and decide whether or not you wish to apply. Do also have a read of our website and learn more about us, all of our services are inter-linked, and it is good to know what else we provide. If there is anything you are not sure about please do get in touch and have a chat with the recruiting manager. Thank you for reading this far – please read on.....

What do we do at Rose Road?

The Rose Road Association is full of people working passionately to achieve our vision - a world where disability is not a barrier. We have been doing this since 1952 across Hampshire and surrounding areas, working with children and adults with complex and multiple disabilities and health needs and their families. We become a much-needed extended family for many people and we do it with fun and professionalism.

The Association provides a range of services for young disabled people aged 0 - 25, their parents, families, and carers.

- The Oaks and The Acorns is a residential respite facility registered with Ofsted and CQC, offering short-breaks and support for children and young adults in a safe and homely environment. We aim to make the service as flexible and responsive as possible linked to the needs of the young people. The length of each stay varies and can be for a day, overnight, a weekend or a week-long stay.
- Our fantastic Playschemes run throughout the year during the school holidays and Saturdays with a wide range of free flow play, structured activities, and trips. Here at the Rose Road Association, we believe every child matters and has the right to play in a safe and caring environment.
- The Outreach Service provides support and activities in the local community or in the home to children or young adults with severe learning difficulties, physical disabilities, and/or autism.
- #Destinations is a service that provides young adults that attend Rose Road all day with activities and sessions with purpose. We create a person-centred plan to help them to achieve their own personal goals and to inspire them. Each individual has 1:1 staffing to help them to work towards their targets. Being part of the outreach provision, this service is very community based. We use visits in our local community, planned activities and engaging sessions to help our young people to become more independent, and preparing them for the next steps in their lives.
- For college leavers that require a combination of education and community-based services we have The Hut @ Rose Road. This service is run in the building next door to the Bradbury Centre, and we see it as a steppingstone to #Destinations. This provision is for young adults aged 24-26. It supports young adults in a positive environment allowing

them to thrive in a safe space. The Huts @ Rose Road blends the feel of an education setting alongside giving our young adults access to the community and activities to prepare them for a more independent life and a positive future.

- The Family Services department provides a range of information, advice and support services for disabled children and young people, those with special educational needs (aged 0-25 years) and their families.

Take a Tour of Rose Road



Rose Road
Association

Making a positive difference to
the lives of young disabled people



Our Values



Working Together



Person Centred



Trust and Respect



Pride and Passion



Quality and Standards



Fun and Celebration



www.roseroad.org.uk



@Rose_Road



/RoseRoadAssociation



@roseroad_association

Rose Road Association - Our Values

Working Together

Positive Behaviour that supports our values

- I communicate with all parties involved with the service
- I build and maintain relationships
- I actively listen
- I challenge
- I support colleagues
- I value others knowledge, experience, views & opinions
- I am flexible

Unacceptable

- I treat others as a burden
- I ignore others
- I exclude others
- I am inflexible and inconsistent
- I harass or bully others
- I let others down

Person Centred

Positive Behaviour that supports our values

- I value the person before the disability
- I acknowledge that every person is different and has different needs
- I acknowledge that not one situation is the same
- I am solution focused
- I offer choice and opportunities
- I encourage independence
- I listen, hear and understand
- I challenge perception

Unacceptable

- I fail to meet individual requirements
- I fail to put the child, young person or family first
- I am disloyal, work in competition
- I breach client confidentiality
- I breach safeguarding children/adult policies

Trust and Respect

Positive Behaviour that supports our values

- I trust my colleagues judgement
- I am open, honest and trustworthy
- I respect the individuality of all staff and families
- I value the trust the families place in us
- I share problems and solutions
- I deliver when I say I will

Unacceptable

- I bully and intimidate
- I am judgemental
- I am manipulative and undermine others
- I make promises that cannot be kept
- I am dishonest

Pride and Passion

Positive Behaviour that supports our values

- I share my enthusiasm for the Association
- I am proud to work for Rose Road
- I take pride and passion in my everyday work
- I believe what I do contributes to Rose Roads reputation

Unacceptable

- I resist change
- I avoid scrutiny of performance
- I don't turn up to sessions or cancel last minute
- I fail to improve my performance
- I fail to report any changes that could affect my ability to work
- I speak negatively of Rose Road to others

Quality and Standards

Positive Behaviour that supports our values

- I work to the best of my ability, striving to achieve high standards at all times
- I set realistic and achievable expectations
- I listen to feedback
- I am creative to improve standards and achieve goals
- I provide high quality communications and professionalism

Unacceptable

- I say one thing and do another
- I conceal mistakes
- I fail to abide by H&S rules and procedures
- I fail to devote my whole time to rose road when working
- I am negligent causing unacceptable loss damage or injury

Fun and Celebration

Positive Behaviour that supports our values

- I recognise when my colleagues go the extra mile and nominate them for a staff reward
- I treat everyday as a fun day, I have fun!
- I take time to share good news and achievements
- I am committed to celebrating the little achievements as well as the big achievements
- I enjoy my work

Unacceptable

- I put others success or achievements down
- I undermine others success or performance
- I take credit for others work
- I take part in activities which result in adverse publicity for the Association



www.roseroad.org.uk



@Rose_Road



/RoseRoadAssociation



@roseroad_association

Job Description

Hours: 20 hours per week, term time only. Based at the Bradbury Centre or home based.

Salary: £20,000 per annum pro rata.

Responsible to: SENDIASS Programme Manager

Purpose: Our SEND Information Advice and Support Services provide impartial, confidential and free Information, Advice and Support to children and young people with Special Educational Needs and Disabilities (SEND) and their parents. We currently deliver SENDIASS in Southampton, Portsmouth and West Berkshire.

The Triage Officer will provide initial information and advice, making use of our extensive factsheets and signposting to other organisations. More complex or in-depth queries will be passed to SENDIASS advisers via our query database, Charity Log.

The Triage Officer will effectively manage the flow of work directed to the advisers, and ensure that call-backs are made in accordance with our service standards.

They may also be required to support with:

- * Managing the maintenance and quality of the SENDIASS websites.
- * Developing factsheets and self-service resources for Parents, Children and Young People.
- * Maintaining social media content for our services.
- *Providing administrative support to Family Services teams.*

Main Tasks

Ensure all new queries are responded to within agreed timescales. Follow a triage system whereby initial queries are completed at first call where possible or passed to an adviser if more complex.

To ensure that adviser actions are monitored daily to comply with deadlines on case work.

Be aware of periods of staff holidays and sickness, so that work can be allocated appropriately.

Provide written reports to the Family Services Manager at agreed intervals for contract monitoring purposes.

To develop and run an efficient and effective triage system for new families contacting our services.

Track volume of calls and emails and identify any gaps and trends for reporting purposes.

Assist in the development of standard email responses for frequently asked questions.

To assist in developing Fact Sheets on popular topics.

To print off and post Fact Sheets to parents who do not have access to the internet.

To monitor the level of work across the teams and ensure any capacity issues are identified and reported promptly to the Family Services Manager.

To issue, and monitor the return of Consent Forms, to allow client details to be stored on our database.

To collate data from new queries relating to common issues (such as exclusions) and report to the Family Services Manager.

To carry out any other duties that are within the scope, spirit and purpose of the position as required.

The Rose Road Association supports vulnerable children, young people and their families and therefore requires all applicants to have had both Coronavirus vaccines unless medically exempt from the vaccination programme. You will be required to show your COVID Pass letter prior to interview, this can be obtained via the NHS App, NHS website or by calling 119 or medical exemption letter from your Doctor. Please contact us directly if you would like to discuss this further.

Person Specification – What we need from you?

This section outlines the things we need from a Support Worker. You'll see that we don't always need specific qualifications or experience, but you will need to be able to demonstrate certain personal qualities.

The essential criteria are things that you must have in order to do the job. Desirable criteria are the things that it would be useful to have or things that you could be trained to do.

Requirement	
Essential Criteria	Desirable Criteria
The Rose Road Association supports vulnerable children, young people and their families and therefore requires all applicants to have had both Coronavirus vaccines unless medically exempt from the vaccination programme. You will be required to show your COVID Pass letter prior to interview, this can be obtained via the NHS App, NHS website or by calling 119 or medical exemption letter from your Doctor. Please contact us directly if you would like to discuss this further.	

Education and training	
Essential Criteria	Desirable Criteria
English GCSE level C or equivalent	
Ability to complete IASS Level One online training within 6 months	

Achievements, experience, skills & abilities	
Essential Criteria	Desirable Criteria
Ability to prioritise and organise own work	Experience of working with a broad range of people – including families, parents, children, young people and professionals
To demonstrate an ability to communicate effectively and accurately in a professional manner	Knowledge/understanding of the Children and Families Act 2014 and the SEND Code of Practice
To demonstrate an ability to process information accurately	Local knowledge of a range of services in the community that support families with disabled children

To demonstrate an ability to work under pressure	Experience of handling challenging situations or conflict involving children, young people families and staff
To demonstrate an ability to work within a team	Fluency in a second language
To demonstrate a welcoming and effective manner	
To be self-motivated	
The ability to maintain confidentiality	

Values and Behaviours

The 'I' statements describe the values and essential behaviours that we believe in at Rose Road and they apply to all staff, volunteers, trustees and the people who use our services

Our Values

- Working Together
- Trust and Respect
- Person Centred
- Pride and Passion
- Quality and Standards
- Fun and Celebration

Our behaviours

I will actively Listen, to whatever is communicated to me: by gesture, facial expression, body tension or posture, sign language, objects of reference, in writing or voice. I will try to the best of my ability to understand and respond in a timely and respectful way.

I will respect others, I respect and treat others, as I would wish to be respected and treated myself. I will be honest, open and trustworthy

I will involve others, I involve individuals in coming to decisions that affect them, I offer choice and opportunities and encourage independence.

I will take pride in my everyday work, I participate and contribute to the best of my ability and share my experience willingly and freely

I will work to the best of my ability, I listen to feedback and strive to achieve high standards in my practice

I will find things to celebrate, I recognise that all achievements, no matter how small they might be are cause for celebration.

Employee Benefits

The Rose Road Association is an equal opportunities employer. All staff undergo regular Supervision and an annual appraisal.

Normal Association conditions of service apply:

- 25 days leave per annum (plus bank holidays), rising to 28 days after five years continuous service.
- Contributory pension scheme
- Paid sickness (following 3 months service)
- Training and Development
- Extra Value scheme offering savings and discounts on travel, fashion, food & drink, insurance, entertainment, and technology.

We also offer access to an Employee Assistance Programme which offers all staff access to a 24-hour confidential helpline which can support you with any of life's issues or problem, including counselling, advice, legal information and much more.



How Do I Apply?

To apply, visit <https://jobs.roseroad.org.uk/>. You will be asked to register your details with Staff-finda and to upload your current CV to the recruitment portal. You will also be able to specify how you meet the person specification criteria, as outlined in the job description in this pack. The contents of this will form the basis of the shortlisting process and is your chance to let us know why you would be the person for the role.

Alternatively, please contact the Human Resources team on humanresources@roseroad.org.uk or call 023 8072 1234 and we can support you with your application.

Closing date for all applications is: Sunday 7th November 2021

We are committed to the equality of opportunity in both the provision of our services and the employment of staff to provide these services and we welcome applications from all.

This post is subject to an Enhanced Disclosure by the Disclosure & Barring Service. It is a criminal offence for people who are barred from working in regulated activity to apply for roles that require them to work unsupervised with that particular group (i.e. adults at risk, children or both).

