



## **JOB DESCRIPTION**

### **Information Advice and Support Triage Officer**

- General:** The Rose Road Association is a Registered charity whose aims are to enhance the lives of disabled children, adults and their families by providing a wide range of essential, information and support services across Hampshire and the surrounding counties. The post holder will be expected to operate in line with our workplace values which are: Working Together, Person Centred, Trust and Respect, Pride and Passion, Quality and Standards, Fun and Celebration.
- Responsible to:** Family Services Manager
- Hours:** 37 hours per week (job share of 18.5 hours per week also considered). The role is office based with occasional travel required.
- Salary:** £19,500
- Conditions & 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 annual leave per annum, rising to 28 days after five years continuous service.
  - Contributory pension scheme
  - Paid sickness (following 3 months service)
  - Training and Development
  - Employee Benefit Programme
- Closing Date:** Tuesday 5<sup>th</sup> March 2019
- Interview Date** Monday 11<sup>th</sup> March 2019
- DBS Check:** This post is subject to an Enhanced Disclosure by the Disclosure & Barring Service
- Qualifications:** It is a requirement of this role to complete and pass statutory legal training for IASS services as part of the probationary period.

**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.
- \* Providing administrative support to Family Services teams.

**Main tasks:** Ensure all new queries are responded to within agreed timescales. Create 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 strict 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.

## PERSON SPECIFICATION – What we need from you?

### Information Advice and Support Triage Officer

This section outlines the things we need from an Information Advice and Support Triage Officer. 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.

Education and training	
Essential Criteria	Desirable Criteria
Some posts will require the ability to drive. (This will be highlighted in the Job Description)	
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	
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.



EMPLOYER RECOGNITION SCHEME

BRONZE AWARD

Proudly supporting those who serve.

