



JOB DESCRIPTION

POST:	Triage Worker
LOCATION:	Ripley
RESPONSIBLE TO:	Mental Health Triage Project Manager (or nominee)
DBS CHECK:	This post is subject to Adult Workforce Regulations

JOB PURPOSE:

A Triage Worker provides telephone support services to people using helpline services with the objective of preventing escalation to a clinical mental health intervention. Triage Workers will be the first point of contact within the crisis helpline. The role includes greeting callers, establishing rapport, and assessing the level of risk and need. They provide advice and guidance to the callers exploring practical solutions utilising community resources where possible. Follow up support will also be provided on a planned non-crisis basis.

KEY RESPONSIBILITIES

DELIVERING SERVICE

- Answer the crisis line in a compassionate, non-judgemental and professional manner
- Provide confidential advice and emotional support to callers
- Work with callers to provide appropriate follow up Non-Crisis Interventions that are aimed at facilitating engagement with ongoing referral agencies.
- Carry out effective assessments of callers using active listening skills, risk assessment (including suicide risk assessment) and offer the following services:
 - Crisis intervention as needed
 - Supportive advocacy or peer support
 - Information and appropriate referrals to next-day follow up services, or community services
 - Assist with safety planning and self-management strategies
- Establishing rapport with and assisting the caller to manage the existing situation.

- Work with callers to provide appropriate follow up Non-Crisis Interventions that are aimed at facilitating engagement with ongoing referral agencies.
- Provision of appropriate signposting and referrals to statutory or community and voluntary sector services for ongoing mental health treatment or services
- Accurately obtain and record caller demographic information for use in identifying service and geographic needs of callers
- Accurately record interventions carried out with callers using the CRIS system
- Stay abreast of community resources available in Derbyshire
- Developing an effective working relationship with police and NHS staff in the Hub.
- Providing on-the-job training or mentoring for the new hotline staff.

TEAM WORK

- Be a member of the staff team working to provide a safe, sound and supportive environment.
- To attend staff meetings and any other meetings that will be beneficial to the work of the service

QUALITY

- Deal with complaints in accordance with P3's agreed procedures.
- Share responsibility for good health and safety practices, including participating in fire drills and risk assessments, reporting to line-management any matters of concern and attend health and safety training.
- Ensure effective liaison with the Health and Safety Officer wherever necessary.

DEVELOPMENT

- Undertake the Staff Induction Programme, and assist, as requested, in the induction and training of new staff, students and volunteers.
- Participate in staff meetings, supervision meetings, training, team development sessions and other meetings as required, reporting back to the team as appropriate.
- Undertake development activities as necessary and appropriate to the role.

DELIVERING EQUALITY

- Foster the equality, diversity and rights of others by ensuring people are respected and valued as individuals

- Promote the rights and needs of people who use P3 services in the community.
- Work within the framework of P3's equality and diversity policy at all times.

OTHER

- Undertake such other duties and specialisms, as may be required from time to time to maintain or enhance P3's services.
- The employee may on occasions, and in necessary circumstances, be called upon to undertake work in other locations in order to ensure P3's obligations to people we support are fulfilled.
- Undertake all duties in accordance with all P3 policies and work towards their continuing development and implementation.

All job descriptions are subject to periodic review.

This job description covers the range of duties required. It is P3 policy to, wherever possible, reach agreement on changes, however if this is not possible, P3 reserves the right to change the job description in line with the needs of the organisation.

**P3
PERSON SPECIFICATION**

Triage Worker

	Essential	Desirable
<p>Values</p> <p>Must be able to demonstrate the following values;</p> <ul style="list-style-type: none"> • A commitment to people involvement and empowerment. • Promotion of equality of opportunity for people who have experienced oppression and disadvantage in their life opportunities. • Recognise and value all aspects of diversity • Understanding of and commitment to the importance of accessing training, learning and development opportunities 	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	
<p>Experience</p> <p>Able to demonstrate experience of:</p> <ul style="list-style-type: none"> • Professional experience of substance misuse services • Relevant personal experience • Experience of working with people with complex needs • Partnership and networking skills • Risk assessment and intervention planning • Working in the community in individuals homes • Caseload management 	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p> <p>✓</p> <p>✓</p>
<p>Knowledge and Understanding</p> <ul style="list-style-type: none"> • Must have a sound understanding of the needs of people who use our services • An understanding of the issues people with complex needs face • Knowledge of issues surrounding alcohol and substance misuse • Knowledge of benefits system • Knowledge and understanding of housing provision 	<p>✓</p> <p>✓</p>	<p>✓</p> <p>✓</p> <p>✓</p>

<ul style="list-style-type: none"> • Knowledge and understanding of external partner agencies 		✓
<p>Skills and Abilities</p> <ul style="list-style-type: none"> • Able to work on own initiative and prioritise workload • Able to work as an integral member of a team • Must be able to establish and maintain constructive relationships with a wide range of people including providers in external agencies • Must demonstrate effective interpersonal and communication skills • Ability to empathise and communicate effectively with the people who use P3's services • Must have ability to maintain accurate service user records • Must be able to respond flexibly to the needs of service users • Ability to use database systems and word processing and produce quality documents using a computer • Confident user of computers including email. • Able to work flexible hours if required 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ 	
<p>Qualifications</p> <ul style="list-style-type: none"> • There must be substantial evidence of commitment to personal and career development relevant to the post. • Full Driving Licence and access to a vehicle that can be used for work 	<ul style="list-style-type: none"> ✓ ✓ 	