

Job Description

Job Title:	Single Point of Contact Triage Officer
Hours:	35 hours – Fixed Term for three years (November 2024)
Salary:	£28,128.31 per annum (inc. OLV)
Interview date:	7th December 2021
Responsible to:	Referral Manager & Data Monitoring

Background

At Bexley Voluntary Services Council (BVSC) you will find a team who are absolutely committed to supporting a strong, sustainable, and influential voluntary and community sector that can make a positive impact on people's lives in Bexley.

We work hard, we help each other and go out of way to help others and find solutions rather than focusing on problems. We are positive and proactive and, although absolutely focused on our areas of expertise, we work as a team so that BVSC is the best it can be. **Above all, everything we do is to strengthen our local Voluntary and Community Sector.**

BVSC are members of a local consortium where eight voluntary sector organisations have come together to support local people with care and support needs in new and sustainable ways. The consortium will work as "Trusted Partners" to enable people to find the right support services that meet their needs and fulfil their personal goals – supporting them to maintain their independence for as long as possible and helping them to plan ahead.

The consortium service requires a role to act as a single point of access where consortium partners, residents, referrers, and adult social care can contact for information and access to the service. The service is operational from 9am-5pm Monday to Friday and the single point of access will provide the intermediary between LA/Consortia for day today queries and will monitor referrals into the consortium.

Key Duties;

- Be the primary point of contact for enquiries via phone and email, taking messages or signposting to the team where appropriate
- Triage referrals received from the Local Authority to the appropriate consortium partner
- Provide information & Guidance regarding available services in the voluntary sector, largely for consortium members and statutory professionals
- Ensure information and advice regarding wider voluntary sector services/activities is consistent, up-to-date, and available to consortium members
- Input new referrals onto the Local Authority Liquid Logic CRM system
- Monitor all referral pathways, and keep an accurate overview of numbers and statistics
- Assist in the preparation of reports, monthly e-bulletins, publicity materials and monitoring

- Raise the profile of the single point of access for information/advice in community networks and other relevant events
- Be the single point of contact for the London Borough of Bexley for referrals, questions and updates
- Act as the intermediary between the London Borough of Bexley and the Consortia for day-to-day queries
- Support the Referral Management role in maintaining and updating the SharePoint site
- Attend staff meetings, supervision and training as required
- To comply with, and share responsibility for ensuring the implementation of, BVSC policies and procedures and key legislation such as GDPR and Safeguarding
- Undertake any other duties that may reasonably be assigned from time to time including travel throughout the borough to attend events and meet with volunteers and organisations.

These are the normal duties which are required of the position; however, we do require that all staff be flexible and may be required to perform other duties to ensure the efficient running of services.

Please note that the base for this role is Crayford Manor House, however the post may involve some occasional travel throughout the borough.

Please submit your CV and supporting statement (Referencing the personal specification, skills and experience below) by 9am on 30th November to kelly@bvsc.co.uk

You will be advised if you are shortlisted, and interviews will be held on the 07th December at BVSC Offices.

If you have not heard from us by Wednesday 1st December, please assume your application was not successful. We are unable to provide feedback on applications which are not shortlisted.

If you have any questions or would like an informal chat, please contact Kelly Galloway on 020 4530 6569

Person Specification

We are looking for people who demonstrate personal qualities that are consistent with our organisational values, who have the right experience and skills for the role.

Key

Demonstrate suitability via: A-Application, I-Interview, T-Test

Values	What we expect of the Administration Assistant	
Integrity, honesty and transparency	To do the right thing, even if it's not the easy thing. Is recognised by everyone as a person you can trust. Acts honestly, ethically and legally in all that you do	A,I
Showing respect	Treats all clients, team members and partners with dignity and respect. Respect the dignity and privacy of everyone you work with. You are a role model for inclusive leadership, treating people according to their needs.	A,I
Being responsive	Is innovative in response to change to achieve better outcomes. Commitment to continuously improving what you do to ensure the best for our communities	A,I
Staying positive and proactive	A positive approach to your work, actively challenging negative attitudes and behaviours. Being a champion of change. Challenges existing processes and always looking for ways to improve.	A,I
Working in partnership	Builds and grows external partnerships to maximise mutual benefits. Support their manager to develop a high performing team. Work together, and creatively, to produce the best outcomes for local communities. Share information appropriately. Recognising that we are stronger when we work co-operatively with others.	A,I
Learning and improving	Is driven to generate ideas which will improve and streamline ways of working. Recognises own areas of development and strives to improve on them. Actively seeks feedback of own performance and takes time to learn from the skills and knowledge of others.	A,I

	Commitment to continuously improve what we do to ensure the best for our communities.	
Maintaining our independence	Support their manager to build a sustainable service. Consider sustainability when making decisions. Promote and protect the reputation of the organisation	A,I
Safeguarding and professional boundaries	Continuously updates own knowledge of Safeguarding procedures and follows all guidelines. Aware of importance of boundaries and able to support team to work with a variety of vulnerable clients. Have the courage to speak up where there are concerns about the quality of services	A,I

Skills and Experience

Essential	
Administration experience	A, I,
Committed to improving lives and communities	A,I
Excellent interpersonal skills with experience of working with people from diverse backgrounds. Ability to build rapport with a wide range of people demonstrating empathy and understanding	A, I,
Experience of working within a framework of confidentiality and with access to sensitive personal data	A,I
Excellent IT skills including previous use of Microsoft Office (especially Microsoft Excel) and CRM database systems	A, I, T
Excellent communication skills, enabling you to confidently receive referrals on the phone & email; extracting relevant information whilst ensuring people feel supported and informed	A, I,
A creative problem solver and able to prioritise a varied workload, managing conflicting priorities to meet deadlines	A, I
Able to work on your own initiative and meet deadlines	A,I
Enthusiasm, flexibility and a positive 'can do' attitude	A, I,
Desirable	
Existing knowledge of local voluntary sector services and resources and understanding of Health and Social Care Services	A, I,
Experience of working in an environment supporting people with a variety of needs (for example with older people or within mental health)	A, I
Experience of triage services	A, I
Knowledge of the Care Act 2014	A,I