

## JOB DESCRIPTION & PERSON SPECIFICATION

<b>Group:</b>	COMMUNITY AND CHILDREN'S SERVICES
<b>Division:</b>	PUBLIC HEALTH, PROTECTION & COMMUNITY SERVICES
<b>Section:</b>	COMMUNITY SERVICES
<b>Sub Section:</b>	Communities For Work (CfW)
<b>Post Title:</b>	Triage Support Worker – EXT. FUNDED ESF
<b>Vision Post Number:</b>	14870, 14871, 14872, 14873, 14874, 14875, 14876, 14877
<b>Grade:</b>	GR6
<b>Responsible to:</b>	Communities for Work Project Co-ordinator
<b>Posts Reporting to this Post:</b>	N/A
<b>Team:</b>	
<b>DBS Required Level:</b>	ENHANCED
<b>Location:</b>	
<b>Date of Description:</b>	June 2018

### KEY OBJECTIVES

The Communities for Work Triage Support will work within the Communities for Work (CfW) Local Delivery Team based within the Communities for Work Cluster. The post holder will have responsibility for supporting the team of Mentors and Advisors with administrative duties, facilitating Triage meetings, record keeping and some client support work as required.

The post holder will work as part of the CfW Local Delivery Team, together with the Adult and Youth Employment Mentors, and the DWP Employment Advisors. To provide a flexible, high quality service as part of the Local Delivery Team, to act as an initial point of contact in some cases, CfW is supported by EU funds and is a high profile national backbone ESF Operation.

## **SPECIFIC RESPONSIBILITY**

1. To support the local Communities for Work delivery team in the development, implementation and ongoing operation of CfW within the Cluster. To act as a first point of contact by telephone and in some community settings.
2. To provide administrative support for monitoring, updating of client records, performance management information, reports and other monitoring requirements to ensure all Welsh Government and ESF monitoring is accurate and compliant in accordance with audit requirements.
3. To lead on the Triage Process for all clients referred into CfW programme within the Cluster or across other CfW cluster areas if required, ensuring that all relevant support is accessed and available to the client.
4. To have responsibility for administrative co-ordination of the local delivery team including co-ordination and arrangement of initial appointments with clients. Initial appointments will include the completion of the necessary CfW assessments in order to determine allocation to mentors, advisers or other appropriate services in line with GDPR.
5. To assist with the ongoing development of processes and systems which support the delivery of the Communities for Work Programme across Rhondda Cynon Taf in conjunction with the CfW Project Co-ordinator.
6. Processing orders and invoices in accordance with financial regulations and procedures, including office stationery, barriers and marketing.
7. To approve training requests for clients as needed via the electronic booking system, following relevant compliance checks.
8. Assisting with the organisation of events and meetings, preparing and distributing agendas, taking minutes and following up action points.

9. To work as an integrated team with the Adult Mentor, Youth Mentor, DWP Community Employment and Parent Employment Advisor, and wider Communities for Work Plus (CfW+) team.
10. To ensure that all personal data is effectively protected and processed, in line with GDPR and locally agreed Information Sharing Protocols.
11. To maintain close working relationships with the community, agencies and other organisations including JCP and CfW+.
12. To participate in the Welsh Government Communities for Work Programme development activity. To provide administrative support to the team at multi agency meetings, as and when required, including fortnightly communication meetings.
13. To carry out health and safety responsibilities in accordance with the Division's Health & Safety Responsibilities document.
14. To undertake such other duties and responsibilities commensurate with the grade, as may be reasonably required by the Service Director, or as a mutually agreed development opportunity.

**THE CONTENTS OF THE DOCUMENT WILL BE SUBJECT TO REVIEW FROM TIME TO TIME IN CONSULTATION WITH THE POST HOLDER. JOB DESCRIPTIONS MAY BE AMENDED TO REFLECT AND RECORD SUCH CHANGES.**

***Protecting Children and Vulnerable Adults is a core responsibility of all staff. All safeguarding concerns should be reported to the Cwm Taf Multi-Agency Safeguarding Hub (MASH).***

## **PERSON SPECIFICATION**

This Person Specification sets out the knowledge and / or qualifications, past experience and personal competencies that would be ideal for this particular post.

The **Knowledge/ Qualifications and Experience** sections describe what is required in terms of the technical ability that is needed to do this job successfully.

The **Competencies** section describes the kinds of non-technical skills, abilities and personal characteristics that the ideal person for this particular role would have. The competencies describe how that person would ideally work with other people and how they would approach their responsibilities.

The **Special Conditions and Professional Requirements** section describes any other qualities appropriate to the particular circumstances associated with this role.

ATTRIBUTE	ESSENTIAL	DESIRABLE
<b>KNOWLEDGE / EDUCATION</b>	<p>An understanding of customer service in a service delivery setting</p> <p>Understanding of performance management and monitoring processes</p> <p>Knowledge of required software programmes, such as Microsoft Office</p> <p>Understanding of confidentiality and data protection issues</p> <p>Welsh Language Level 1 - All employees will be required to undertake a basic Welsh Language Induction to reach this level. Please refer to The Welsh Language Skills Guidance online <a href="http://www.rctcbc.gov.uk/WelshSkills">www.rctcbc.gov.uk/WelshSkills</a>.</p>	<p>Knowledge of equality, diversity and inclusion.</p> <p>Welsh Language Level 2 to Level 5. For details on the levels please refer to The Welsh Language Skills Guidelines, which can be found in the Welsh Services section of the RCT Council Website.</p>
<b>EXPERIENCE</b>	<p>Experience of working in a community service or setting</p> <p>Experience of administrative support and running and office</p>	
<b>COMPETENCIES</b>	<b>Community and Social Care Competency Framework</b>	
Working with Team Members	<p>Recognises that all members of the team have different skills and experiences that can be drawn on.</p> <p>Contributes to a strong team spirit of shared responsibility and co-operation.</p>	

<b>Communicating Effectively</b>	<p>Communicates clearly and concisely.</p> <p><b>Keeps a flow of information going to allow quick resolution of issues or queries.</b></p>
<b>Achieving Results</b>	<p><b>Is able to work effectively when under pressure.</b></p> <p>Is flexible, can switch tasks / roles / priorities to deal with new demands, changes or new information.</p>
Working with Change	<p>Has creative and different ideas about how to move things forward in service areas.</p> <p>Encourages and supports others when they put forward their suggestions and new ideas.</p>
<b>Looking After Service Users Best Interests</b>	<p><b>Listens to the views of the service user and includes those involved with the service users, to define the best ways forward.</b></p> <p>Works with individuals to assess their needs and preferences within the organisational constraints.</p>
Complying with Health & Safety (H & S)	<p>Is aware of all relevant Health and Safety procedures.</p> <p>Anticipates and reports any risks and faults to the correct people.</p>
<b>SPECIAL CONDITIONS AND PROFESSIONAL REQUIREMENTS</b>	<p>Able to travel in line with the requirements of the post.</p> <p>Flexible working arrangements, including possible evening and some weekend work.</p>