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| JOB DESCRIPTION | |
| **Job Title:** | Triage Worker (Criminal Justice) |
| **NJC Scale Point:** | NJC point 9-19 |
| Hours: | 1 X 0.5 FTE (18.75 hours) – FTC 3 years  Contracted hours and such additional hours as are required by the business from time to time.  Usual office hours are between 9am- 5pm with a requirement on occasion to work flexibly to provide client services (usually 9-8pm) subject to the requirements of the service, the business and operational management. |
| **Annual Leave:** | 26 days plus statutory and bank holidays (1 additional day after each year of service, up to a maximum of 31 days). |
| **Location:** | South Gloucestershire and any other location reasonably requested by the organisation.  We have client hubs in Yate, Warmley and Patchway.  A current valid UK driving licence and use of a car and willingness to use it for the purposes of this role, including the provision of business insurance is an essential requirement. |
| **Pension:** | Contributory pension scheme (employer’s contribution 7% to a minimum 3% contribution from employee). |
| **Accountable to:** | Senior Data and Triage Worker |

#### Principle Purpose of the Job

Working as part of the South Gloucestershire Drug and Alcohol Service Triage team, the Triage Worker will support the smooth running of a whole-system approach with criminal justice partners to engaging people who use substances into treatment and support their recovery.

The role will support the rapid assessment of clients and will ensure that data is captured and processed in a timely manner. The role will be a key element in the communication between our single point of contact team, treatment teams and criminal justice partners (e.g. police, probation, prison).

#### Key Duties and Responsibilities

1. Provide a first point of contact for people referred or self-referring for drug and alcohol services.
2. Ensure a welcoming and motivating environment for all service users and carers, especially those who are new to the system.
3. Undertaking triage assessments, by phone and on occasion face to face. Through consultation with the service user, assess needs and recommend the most appropriate services/agencies for assessment and treatment options.
4. To allocate comprehensive assessment appointments, liaising with other parts of the treatment system to ensure that appointments are made within target timescales.
5. Regular communication with clients, including telephone calls, letters, and texting, to confirm appointments and respond to ad hoc queries.
6. To ensure that requests for information are dealt with in line with DHI’s agreed policies, procedures and protocols.
7. To complete contractual data collection and reporting requirements in relation to criminal justice clients
8. To support the Data & Senior Triage Worker and Senior Criminal Justice Worker to respond to specific requests for data and intelligence to inform strategic and service planning
9. To carry out all necessary administration in relation to referral/assessment casework tasks
10. To act as a key contact for criminal justice partner agencies and provide required information to ensure a co-ordinated approach to support planning and criminal justice work.

**Monitoring & Administration**

Via effective line management, to be overall accountable and responsible for the timely and accurate provision of monitoring and reporting.

To comply with data collection procedures and reporting to ensure effective recording of performance monitoring, outcomes and service user information

To carry out all necessary administration in relation to casework tasks including monitoring, and participate in DHI service evaluation audits.

Prepare and present clear verbal / written reports as required.

**PERSON SPECIFICATION**

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| **ATTRIBUTES** | **ESSENTIAL CRITERIA** | **DESIRABLE CRITERIA** | **DEMONSTRATED BY (Application, Interview, exercise, other)** |
| **Experience** | * Experience in working effectively and respectfully in a public facing role (face-to-face or telephone) * Experienced in problem solving, making informed judgements based on information gathered through consultation/targeted questioning * Experienced in multi-tasking, can prioritise, and work effectively under pressure whilst retaining excellent attention to detail. | * Experience of completing telephone assessments * Experience of working with a wide range of stakeholders to meet the needs of service users. |  |
| **Knowledge** | * Knowledge and commitment to Adult and Child Safeguarding principles and procedures * Knowledge and understanding of the needs of offenders with problematic substance use. | * Knowledge and understanding of the needs of offenders with problematic substance use. |  |
| **Skills** | * Comprehensive computer skills with experience of using Microsoft Office products and case management systems. * Resilient and solution focused when working with people expressing high levels of emotion. * Excellent communication and interpersonal skills, with experience of working collaboratively and supportively with both professionals and clients. |  |  |
| **Values and behaviours** | * Flexible, proactive and responsive to change. * Shows a Understanding of the DHI 4 Values |  |  |
| **Other information** | * Driving Licence with access to vehicle and willingness to use it for work travel. |  |  |