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**NEXT LINK JOB DESCRIPTION**

**Post:** **Duty** **Triage Worker**

**Responsible to: Triage Team Manager**

**Hours: 37.5 and 18.75**

**(Includes some evening and Saturday working on a rota basis with participation in out of hours telephone rota)**

**Contract: Permanent**

**Location: Bristol Office Based**

**Salary: Point 12 £24,496 per annum (pro rata for part-time staff)**

**JOB PURPOSE:**

This post will work in an integrated team within Next Link Domestic Abuse Services providing support and advice via our Single Point of Contact service.

Triage Workers are responsible for providing a high-quality crisis response service providing advice, information, advocacy and support to women and children experiencing domestic abuse; families; professionals and other users of the Next Link helpline via telephone, email and face to face as needed.

The role involves identifying and assessing the risk that a victim-survivor is facing, informing them of the support options they have open to them, empowering survivors to access support services, make positive choices/decisions, increase their confidence, safety and recovery.

**MAIN OBJECTIVES:**

* To provide telephone support to women and their children experiencing domestic violence and abuse and are in crisis, ensure service users:
* Are safer
* Feel safer
* Are better informed of their options
* Feel more empowered and confident
* Have an increased understanding of DA and risk factors
* Are more aware of safety measures; and
* Have an increased understanding of the abuse they are experiencing
* Respond to emergency and crisis situations by providing telephone support, advice, signposting or direct face to face interventions as necessary.
* Provide advice, information and support to other callers to the helpline e.g. family members or professionals.
* Champion service user empowerment and involvement by ensuring our services:
* Are accessible to all potential service users;
* Value and respect service users as the experts of their experience;
* Work in strength-based and solution-focused ways with clients;
* Facilitate agreed actions into practice; and
* Use service user feedback and involvement to improve our service
* Have a Think Family approach
* To liaise effectively and collaboratively with internal services and partner agencies to respond to women and children in crisis and at risk, maximising safety and achieve positive outcomes

## PRINCIPAL RESPONSIBILITIES

1. **Assessments and Referrals** 
   1. Answer Single point of contact Helpline calls, responding to women and families experiencing domestic violence by proving support, advice, practical and emotional help.
   2. Provide a triage service ensuring initial needs and risks (including DASH) are assessed and understood, carry out short term risk management, safety planning; identify and refer to services appropriate to their needs including Next Link internal services, or external support services.
   3. Assess the safeguarding issues and risks in relation to child protection and adults at risk of abuse.
   4. Make referrals to refuges in Bristol and outside, when appropriate
   5. Liaise closely with the caller and keep them informed of the action taken or referrals made on their behalf.
2. **Support**
   1. Listen and assess each call individually to ensure the support and assistance given to callers is appropriate and of the highest standard.

* 1. Ensure effective access to the service for women and encourage their engagement with the service, through multi agency working and service flexibility
  2. Provide high-quality telephone or face to face crisis intervention, information, advocacy and support, in respect to criminal and civil remedies, housing, health, welfare rights and other appropriate interventions
  3. Provide support and advice to professionals calling the helpline and liaise with agencies on behalf of callers as necessary
  4. Advise women of their rights and options for seeking help and support from other agencies, making and proactively advocate to ensure barriers to accessing support and protection are minimised
  5. Work in partnership with other agencies to ensure an effective, coordinated community response to survivors of domestic violence and their children
  6. Maintain clear and accurate records of calls received, referrals made, advice given and other work done ensuring that they are up to date and accessible.
  7. Provide support to women and children as part of an integrated approach, by working co-operatively and collaboratively with other Next Link and Missing Link Services ensuring referral and support is co-ordinated and consistent.
  8. Recognise, respect and address the needs of service-users who face particular barriers when seeking help to access the service, including those from different ethnic and cultural backgrounds, LGBT communities, disabled people, women with complex needs and other hard to reach groups.
  9. Maintain an up to date working knowledge of housing legislation, housing and welfare legislation and the welfare benefit system.
  10. Safeguard the welfare of children, young people and adults at risk; working within Missing Link’s safeguarding policies, South West Child Protection Procedures and local procedures for safeguarding adults at risk. Monitor all safeguarding concerns and make appropriate referrals to First Response/Care Direct as necessary

**4. Record keeping and monitoring**

* 1. Maintain up to date, accurate, legible and accessible records of all work and contact with service users, other agencies/professionals and others, ensuring that they meet the requirements of data protection, confidentiality and meet the Advice Quality Standards.
  2. Ensure all calls are logged, assessment, referral, advice, outcome and monitoring data is accurately recorded using the Oasis case management system and any other record/monitoring systems, prepare any additional information or reports used for the monitoring and evaluation of the services as required.

**5. Developing of self and others**

* 1. Actively participate in regular one-to-one supervision, reflective practice groups, annual appraisals.
  2. Attend and make a positive contribution to staff / team meetings and to participate in organisational training and development events as required.
  3. Provide support and guidance to trainees, relief/agency workers and volunteers, when required.
  4. Develop your understanding of Psychologically Informed Environments (PIE) approach in engaging and supporting clients and embed PIE into your day to day practice.

1. **General**
   1. Work within a rota system including regular evening and weekend work and take part in the on-call rota as required.
   2. Act as a representative of Next Link at internal and external meetings, as required, promote the organisation through building professional links with outside bodies as appropriate.
   3. Uphold the values and good name of Missing Link at all times, represent the organisation in a way that is consistent with its philosophy and ethos and within the Missing Link’s Code of Conduct.
   4. Work flexibly within a team setting; liaise with other workers as necessary and as appropriate to provide cover for holidays and staff absence.
   5. Work within Next Link’s Health and Safety policy and guidance and to ensure your own health and safety and that of others at all times.
   6. Ensure the service is delivered in a culturally sensitive way for all service users, including challenging stigma and discrimination.
   7. Observe organisations equal opportunities, confidentiality, data protection policies.
   8. Understand and contribute to the overall objectives of the organisation and follow all existing organisational policies and procedures.
   9. Undertake other duties and responsibilities in keeping with the nature of this post as may be required from time to time.

***This job description is for guidance only and outlines the general ways in which it is expected you will meet the overall requirements of this post. The list of tasks is not exhaustive and duties may be varied from time to time, with the job description being subject to review and periodic amendments.***

***Next Link is committed to safeguarding and promoting the welfare of children, young people and adults at risk of abuse, and expects all staff and volunteers to share this commitment.***

***Next Link is committed to Equal Opportunities.***

***\*Due to the specific requirements of this role, this post is exempt under the Equality Act (2010), Part 1, Schedule 9 (Genuine Occupational Requirement.)***