**Job Description**

**Job Title:** Triage worker

**Reports to:** Service manager

**Office Base**: Ipswich

**Hours**: 37.5 hours per week – full time

**Salary:** £24,977

**Pension Scheme**: 7% (plus employee contribution, currently 1%)

**Annual leave Entitlement**: 21 days plus bank holidays (pro-rata)

**Role:**

The Triage Worker is responsible for providing initial assessments and support to individuals experiencing homelessness or at risk of homelessness. The role involves evaluating the immediate needs of service users and connecting them with appropriate services and resources within the hub and the wider community.

**Main Duties and Responsibilities:**

* + Conduct initial assessments of service users to determine their needs.
  + Maintain detailed and accurate records of assessments and service user interactions.
  + Refer service users to appropriate internal and external services such as housing support, medical care, mental health services, and substance misuse.
  + Coordinate with other service providers to ensure comprehensive support for service users.
  + Advocate on behalf of service users to secure necessary services and support.
  + Assist service users in navigating the systems and overcoming barriers to accessing help.
  + Work closely with other hub staff and volunteers to ensure a cohesive and supportive environment.
  + Participate in team meetings and contribute to the development of hub.
  + Maintain accurate and confidential records of all service user interactions and interventions.
  + Participate in ongoing training and professional development opportunities.
  + Stay informed about best practices and emerging trends in homelessness services.

**Person Specification**

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| **Category** | **Essential Criteria** | **Desirable Criteria** |
| Experience of: | * Working with complex populations, particularly individuals experiencing homelessness * Working with a wide range of professionals/third parties * Managing confidential information * Finding creative ways to engage with people * Building relationships with agencies and colleagues * Use of Microsoft-based systems, including Outlook, Excel, and Office 365 * Proven ability to conduct assessments and develop support plans. | * working in the voluntary sector * working with homeless people, or at risk of homelessness * Experience in de-escalation. |
| Knowledge and Understanding of: | * Basic Health and Safety * Local networks and resources. * Trauma-informed practices. * Safeguarding legislation and practice. * Equity, diversity and inclusion in practice. |  |
| Skills: | * Strong interpersonal and communication skills. * Ability to remain calm and composed in challenging situations. * Excellent organisational and time management skills. * Ability to work independently and as part of a team. * Proficient in using computer systems and databases for record-keeping. * Ability to work independently, prioritising own workload to complete tasks * Excellent written and oral communication, including the ability to negotiate and challenge * Ability to inspire and motivate others |  |
| Personal Attributes: | * Empathy and compassion for individuals facing difficult circumstances. * Strong ethical standards and a commitment to confidentiality. * Flexibility and adaptability in a dynamic work environment. * A proactive and solutions-focused approach to problem-solving. | * Flexible, able to work outside of office hours if required |