

Role Description



Triage and Assessment Worker - BB4K

Line manager: BB4K Manager

Direct reports: None

Role Description Statement

This document sets out the main purpose and key tasks of the role, the management reporting lines, and the competency requirements for the role. The role description sets out PACT's expectations for the role and the post-holder. Regular discussions to support you in your role will take place together with your manager during your induction period, and after your probation period in your ongoing support and supervision meetings.

The Role

The Triage and Assessment Worker will be the first point of contact for families referred to the BB4K service. The role ensures families receive the right support at the right time, through careful assessment and collaborative decision-making. The role is responsible for engaging families in the process, ensuring informed consent, and maximising outcome completion rates of the service. The role coordinates closely with our external partners and internal teams to support data capture and reporting.

The role is designed to be the first step in a family's recovery journey with BB4K by accurately assessing needs of families referred to our service and then liaising with them as we begin them on their path to support. This includes seeking support externally for them where appropriate and keeping the family informed about the process, engaging with them to maintain contact and participation.

The role is one of coordination and communication, ensuring families feel supported throughout the process and gaining informed consent for their participation in our support. The work is predominantly conducted via telephone or online meetings but occasionally will require face-to-face meetings with service users as well.

After assessing the presenting needs of the children and adults referred to us, the Triage and Assessment Worker will take part in our triage process to decide what offer of support we can make which could include groupwork, 121 support, or play therapy and they will offer ad-hoc support to children and families who have experienced domestic abuse.

This role also has responsibility for supporting the referral and assessment process within the team. You will be a key point of contact and bridge between the administration team, support workers and the management team. You will liaise with external agencies and professionals to make positive referrals onwards for our families where needs are identified.

Our recent research project with Foundations and IFF Research made a number of recommendations about how we could improve our service, one of which was a dedicated role to support families we work with in our triage and assessment process and to guide them through the upcoming randomised control trial we are undertaking. As such, for the duration of the research trial some additional duties will exist around maximising the collection of outcomes for the trial, keeping families engaged in the process and working with the research team to ensure suitable completion of the research required.

Key Tasks

O	Act as the first point of contact for families referred to our service, contacting them within 7 working days, gaining consent and gathering initial information about their current situation.
O	Conduct structured assessments to understand the family's needs, risks, and strengths including where appropriate communicating with external professionals (e.g. social workers, teachers, health practitioners) to gather additional context and ensure a holistic understanding of each case.
O	Provide skilled practical help, advice and emotional support to enable families to reach an informed decision regarding support offered.
O	Present cases at internal triage meetings, providing clear recommendations for support pathways.
O	Liaise with families throughout the triage process, keeping them informed and supported.
O	Attend triage meetings with the BB4K management team, where referrals are assessed for suitability to be considered for support and decisions made on what programme can be offered to families. Accurate note taking and record keeping of these meetings as well as following-up on actions required following the meetings.
O	Enable and encourage clients to take advantage of other services relevant to resolving them such as legal advice, foodbanks, mental health services etc. Assist clients in gaining access to existing services or professionals who can provide appropriately skilled help.
O	Use Lamplight and other databases to ensure accurate data is maintained in a timely way, and contribute to monthly and quarterly reports and produce reports when necessary.
O	Additional tasks in relation to our current participation in research studies includes: <ul style="list-style-type: none"> • Act as main point of contact for families participating in the research study, ensuring families understand the purpose of the research and provide informed consent, encourage and support them to engage with the research process in a sensitive and respectful manner. • Monitor survey completion rates and follow up with families who have not yet completed required surveys. • Liaise regularly with the research partner to coordinate timelines, data needs, and reporting.
O	Maintain confidentiality and protect operations by keeping information confidential, working within GDPR guidelines and PACT's policies on data privacy and data retention.
O	Maintain detailed records as required and to operate within PACT's policies, procedures and guidelines; reporting any changes needed.
O	Keep up to date with wider issues affecting vulnerable clients.
O	Contribute to service development by identifying gaps and suggesting improvements in triage and assessment processes.

Additional Duties	
<input type="checkbox"/>	Attend multi-agency meetings regarding families we are supporting, when appropriate.
<input type="checkbox"/>	To safeguard and protect vulnerable adults and children in accordance with PACT's policies and procedures at all times.
<input type="checkbox"/>	Undertake any other duties deemed commensurate with this post as directed by the line manager.
<input type="checkbox"/>	Take responsibility for and be committed to personal and professional development and keep up to date with law, regulation, guidance, standards, Government policy and research relating to all aspects of the work.
<input type="checkbox"/>	To demonstrate and uphold a commitment to promoting equality and diversity in the workplace and throughout service delivery.

Person specification

Essential competencies	
<input type="checkbox"/>	Previous experience of working directly with vulnerable families ideally in a domestic abuse, safeguarding, or trauma-informed context.
<input type="checkbox"/>	Previous experience in case assessment and case presentation.
<input type="checkbox"/>	Excellent interpersonal skills. Understands and actively listens to others, builds trust quickly and communicates effectively, particularly when working remotely or by telephone. Fluent in written and spoken English.
<input type="checkbox"/>	Delivers excellent customer service and works collaboratively and positively with other colleagues with a 'can-do' approach.
<input type="checkbox"/>	Can type accurately and pay close attention to detail.
<input type="checkbox"/>	Is organised and proficient at working to deadlines. Can plan and prioritise efficiently managing conflicting demands; whilst remaining positive and adaptable either working independently or collaboratively with others.
<input type="checkbox"/>	Commitment to and enthusiasm for the aims of the organisation and uses this to positively and proactively represent and advocate for PACT.
<input type="checkbox"/>	Proficient in use of IT: Microsoft Office and database systems.

Desirable competencies	
<input type="checkbox"/>	Previous experience of working in the charity or voluntary sector.
<input type="checkbox"/>	Knowledge of local support services and referral pathways.
<input type="checkbox"/>	Experience of multi-agency working.
<input type="checkbox"/>	Proficiency in another language other than English (desirable).

Additional information

All opportunities are based in the UK, and you must be eligible to live and work in the UK.

This is a full time post working 37 hours per week, weekdays.

Core working hours are 8.30am-5pm Monday to Thursday and 8.30am-4pm Friday.

The role is based in our Reading office with hybrid flexible working arrangements to provide for working at home and in the office.

Safeguarding Commitment

Safeguarding is at the heart of everything we do at PACT. We have robust measures and best practices in place to safeguard and protect the welfare of children, young people and vulnerable adults, and we take pride in maintaining outstanding safeguarding standards.

We expect all employees, both current and prospective, to uphold and share this commitment, and we value everyone's engagement and co-operation with our safeguarding processes to ensure that these are completed without delay.

Anyone joining our team is subject to PACT's safer recruitment pre-appointment enquiries. These enquiries include providing documentation to evidence the right to work in the UK, a Disclosure Barring Service (DBS) check, overseas police check (if applicable), references covering at least 5 years, a complete previous education and employment history timeline and the completion of mandatory safeguarding training.

The DBS check level required for this post is Enhanced.

Diversity Commitment

PACT is a supportive and respectful place where people are passionate about making a positive difference to the lives of women, children, and families from many different backgrounds. We continuously look to progress the ways in which we create families and bring people together and encourage applications from people across all communities. We are committed to ensuring that our people and our services reflect the diversity of the communities we serve, and applications from people from under-represented groups are particularly welcomed.

Learning and Development Commitment

PACT is committed to helping people to achieve their potential and flourish and, in doing so, enabling them to make a positive difference to the lives of the people we support. We recognise the importance of having the necessary knowledge, skills and qualities within PACT to enable us to meet our current and future business needs. Development needs might be at an individual, team or organisational level. All employees have equal access to learning and development opportunities, reflective of our commitment to equality, diversity and inclusion.

