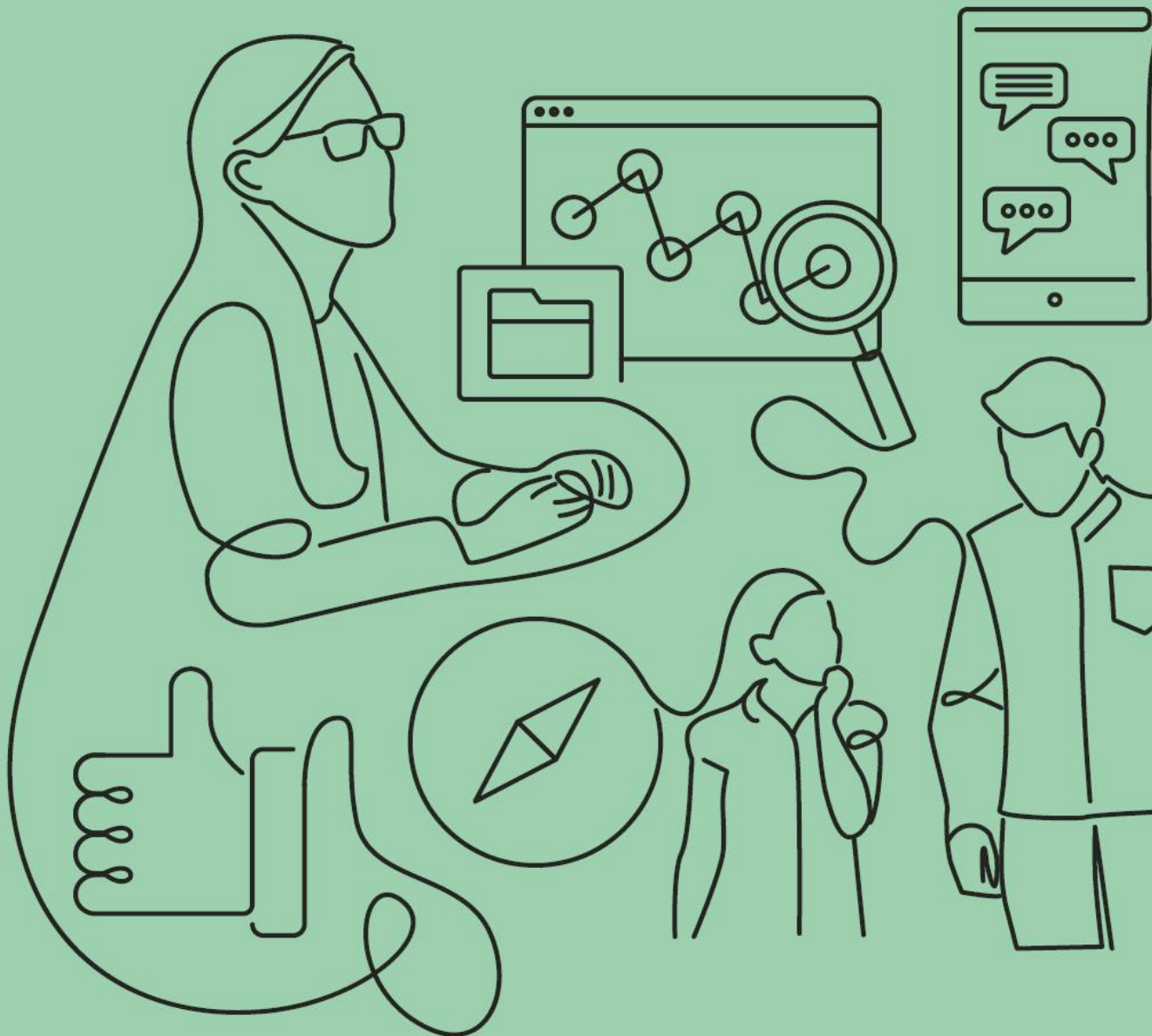


Senior Triage Officer

Closing date: Monday 25 March 2019, 12pm



Senior Triage Officer

Full-time, permanent

The role

We are looking for an enthusiastic, target-focussed Senior Triage Officer to act as the first point of contact for members of the public and/or organisations who want to raise concerns about a social worker in England.

You will manage a small team of administrators to ensure that concerns about social workers are logged and progressed effectively and in a timely manner.

You will contribute to the robust assessment of new concerns about social workers and will ensure excellent customer service in communicating with complainants and social workers.

You will also support the Triage Manager in working with key internal and external stakeholders to ensure the triage team's procedures and decision-making guidance is up-to-date and in-line with the latest developments in healthcare regulation.

The organisation

Social work is about people. Our purpose is to regulate social workers in England so that people receive the best possible support whenever they might need it in life. We are committed to raising standards through collaboration with everyone involved in social work.

Salary and benefits

The salary is £28,000, increasing to £30,000 per annum on successful completion of six-month probation.

- 37 hours a week
- Flexible working
- 25 days a year leave rising each year to a maximum of 30
- 8 Bank Holidays
- Ongoing training and development

The location

Sheffield, South Yorkshire. Our city has a thriving grassroots creative arts community and around a third of Sheffield lies within the borders of the Peak District national park.

- Stylish restaurants, independent cafes, pubs and coffee shops.
- A legendary music scene and award-winning theatres.
- Big shopping at Meadowhall, small shopping at niche stores.

- Seven hills, five rivers and two and a half million trees.

What will you do?

- Be the first point of contact for members of the public and/or organisations who want to make a complaint about a social worker in England.
- Log and progress complaints regarding social workers in line with the agreed triage guidelines and Key Performance Indicators.
- To carry out Fitness to Practise history checks on social workers and provide confidential fitness to practise information to relevant organisations and other Social Work England Directorates, as required.
- Assessing new concerns to determine whether further information is needed to make a robust triage decision and ensuring such information is obtained quickly.
- Contribute to Social Work England making well-reasoned, robust, timely and consistent triage decisions by collating sometimes voluminous or complex information for referral to triage decision-makers.
- Liaise with the complainant and other relevant parties, both in writing and verbally, to seek further information, collate information and inform them of decisions.
- Ensure consideration is given to whether an interim order may be required on all new complaints received by Social Work England in a timely manner and in line with Social Work England's guidance and procedures.
- Provide high quality customer service to all internal and external stakeholders who interact with the triage team.
- Maintain accurate and comprehensive case records and ensure all the relevant case information is updated in a timely manner.
- Undertake a range of administrative and support duties for Social Work England's triage process, as required.
- Support the Triage Manager in training and developing more junior team members.
- Support the Triage Manager in working with key internal and external stakeholders to ensure the triage team's procedures and decision-making guidance is up-to-date and in line with the latest developments in healthcare regulation.
- To support the Triage Manager with delivering continuous process improvement projects.
- To build good working relationships with Social Work England's colleagues and key external stakeholders.

We are looking for someone with:

- Experience of working in a customer/client-based office environment with a proven ability to consistently deliver excellent customer service.
- A proven track record of making timely and robust decisions which are evidence-based.
- Excellent organisational skills with a proven record of effectively managing and prioritising workload.

- Proven ability to work effectively as part of a team as well as across different teams.
- The ability to manage sensitive information effectively and maintain confidentiality.
- The ability to identify and resolve problems and provide sound instruction and advice to others.
- Excellent verbal communication skills, with the ability to communicate professionally with a wide range of stakeholders.
- Excellent drafting skills with the ability to summarise information concisely and accurately, frame sound decisions, explain procedures clearly and communicate these in plain English.
- Excellent attention to detail with a high level of accuracy.
- The ability to build effective working relationships with a wide range of key external and internal stakeholders.
- Excellent IT skills with good working knowledge of Microsoft Outlook, Word and Excel and the ability to become proficient in the use of Social Work England's case management system.
- A proven role model for respectful, open and honest behaviour including a demonstrable commitment to equality and diversity in service delivery.

How to apply

To apply, please email the application form and equality monitoring form **by 12pm on Monday 25 March 2019** to recruitment@socialworkengland.org.uk.

Selection process

We will assess you against the evidence you provide in your application form that should address the criteria in the person specification and gives examples of how you meet the requirements of the role. Please note it will not be possible to give feedback at sift stage.

Interviews

Interviews will take place in late March in Sheffield.

Interviews will seek to further understand your skills, knowledge, experience and motivation and test the key competencies of the role:

1. Leading the way – takes personal ownership of work and career development.
2. Working as one team – works to support others and builds strong relationships.
3. Being a business - plans work to ensure best use of time and highest quality service.
4. Focussing on registrants and service users – knowledgeably informs registrants, service users/ customers.



If you are successful, we will undertake routine security checks.

Contact

If you have any queries about the role or the appointment process, please contact recruitment@socialworkengland.org.uk.