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**JOB DESCRIPTION**

**Job Title:** Triage Lead

**Organisation:** Welsh Refugee Council

**Report to:** Head of Resettlement

**Salary £20,566 + 5% pension**

**Duration 31st May 2022**

**Hours:**  35 hours per week

**Location:**  Cardiff

**Background**

The Welsh Refugee Council has over 30 years’ experience of working to help refugees and asylum seekers build new futures in Wales. We help victims of torture, persecution, and war to build futures in Wales through specialist advice, support, and advocacy services. We provide urgent support for those in the asylum process and seek to ease the transition to life as a refugee

## Purpose of the Post

Responsible for Cardiff and Newport triage team.

Triage team members are the first port of call for service users when they seek advice from WRC. The post holder in his/her role of triage team lead ensures the smooth running of the public face of the advice services, dealing with day-to-day queries from service users and external agencies, managing clients’ access to the service, “meeting and greeting” clients: making them welcome; allaying fears and anxieties; finding the most effective form of communication. The post holder need to be comfortable working face to face with clients, volunteers, staff, and wider charity and public stakeholders and adhere to our Coronavirus rules to mitigate risks.

## Major Duties and Responsibilities

* Line manage other triage workers
* Support the triage team by answering the phone and giving advice to other agencies and professionals
* Answer calls from service users with a range of enquiries.
* Be able to deal and manage situations where service users are in abusive relationships.
* Motivate and inspire other team members by creating an environment that promotes positive communication, encourages bonding of team members, and demonstrates flexibility.
* Empowering team members with skills to improve their confidence and communication skills
* To provide information about the services available.
* Prioritise daily issues accordingly
* To assess service users’ needs and take appropriate action relative to those needs.
* To “sign-post” service users and providing information about other local advice services.
* To input service users’ information on the case management system; to complete monitoring sheets and to produce the weekly reports.
* In liaison with managers to manage difficult situations: e.g., distressed, or abusive service users.
* To ensure that the Cardiff Office of Welsh Refugee Council is seen to be a welcoming environment to clients, external visitors, and staff.
* To ensure that there are effective administration systems in place to create an effective visitor experience whether that be in person or by telephone.
* To oversee the management of the appointments system across the organisation, and direct service users to the appropriate advice and support worker or service; aiming to minimise the waiting times.
* To be responsible for the ordering of stationary supplies for the organisation and taking receipt of all deliveries.
* To undertake any other appropriate duties as required.
* To keep up-to-date with legislation and policy relevant to the post to ensure effectiveness and competence in delivering a high-quality service
* To work in partnership with service providers and key stakeholders to provide a holistic approach to meet clients’ needs
* To undertake administrative tasks in relation to the above ensuring the capture of all client information and statistics
* To record all activities and to produce qualitative and quantitative reports on a regular basis and as required for monitoring and evaluation
* To participate in staff training, development, and appraisal, as agreed with the line manager
* To carry out all duties in accordance within the principles of the WRC’s Confidentiality Policy and within agreed norms of impartiality and boundaries
* To abide by and to work to WRC’s Equal Opportunities Policy at all times

**Flexibility**

In order to deliver a service, a degree of flexibility is needed, and the post holder may be required to perform work not specifically referred to above. Therefore, the post holder is required to be flexible and co-operative in carrying out other reasonable duties and responsibilities. This job specification will be subject to periodic review with the post holder to ensure that it accurately reflects the duties of the job.

**Equal Opportunities**

WRC is committed to equality of opportunity in recruitment, the workplace and service delivery. The post holder is expected to follow WRC’s Equal Opportunities Policy.

**PERSON SPECIFICATION**

**Job Title: Triage Lead**

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| **Quality**  |  **Essential Requirements of The Post**  |
| **Education &** **Training**  | * Good standard of education.
* Knowledge of child protection and safeguarding issues and procedures

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| **Job Experience** **& Skills**  | * Understanding of good leading practice relating to ‘triage’ in service provision
* Sound leadership skills
* Knowledge of asylum seeker support and refugee support systems
* Ability to prepare report when required
* Experience in customer services and running reception areas.
* Experience of Microsoft Office packages.
* Experience of setting up and running administrative systems.
* Experience of dealing with vulnerable groups.
* Ability to communicate clearly, both in written and verbal forms.
* Ability to manage competing priorities and working flexibility to meet deadlines.
* Ability to gather and sort information for evaluation of services provided.

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| **Personal Qualities**  | * Ability to deal sensitively with people under pressure.
* Punctuality.
* Commitment to Equal Opportunities and diversity in workplace and service delivery.
* Ability to work as part of a team.
* Understanding the importance of confidentiality.
* Empathy with refugees and asylum seekers.

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**Deadline for applications is Friday 17 September at 12pm (noon).**

**Please submit your application to** **recruitment@wrc.wales**

Applications received after this date, will not be accepted.

**Invites for interview will be sent by email, and Interviews will be held on Friday the 24th of September 2021.**