

JOB DESCRIPTION

Job Title	Triage Officer		
Directorate	Community Services		
Reporting to	Team Leader Prevention		
Grade	13		
Evaluation ref:	TR0163	Job Family Ref:	
Role purpose			
<p>The Triage Officer will serve as the initial point of contact for customers with housing-related enquiries. This role involves providing preliminary housing options advice and effectively triaging cases.</p> <p>The Triage Officer will assist customers who are homeless or at risk of homelessness by offering advice on homelessness prevention, tenure rights and signposting to support services. Additionally, the role includes managing customer interactions through various communication channels, maintaining accurate case records and ensuring the timely and precise reporting of housing statistics. The Triage Officer will play a crucial role in facilitating a smooth customer journey and supporting the continuous improvement of housing services within the council.</p>			
Accountabilities			
<ul style="list-style-type: none"> • Provide preliminary advice and information about homelessness and the prevention of homelessness. • Offer guidance on tenure rights and available support from the housing authority or other organisations. • Triage cases of individuals who are homeless or at risk of homelessness, collecting relevant information about their circumstances. • Schedule appointments for clients to meet with Housing Options Officers for further assessment. • Request appropriate evidence to support a homeless or prevention case and upload to Locata. • Maintain comprehensive and accurate housing, prevention and relief case records including ensuring detailed case notes are recorded on our case management system. • Ensure all records related to homelessness decisions and temporary accommodation are up to date. • Provide statistical reports on behalf of the Housing Options Team when required. • Act as the first point of contact for customers, partners and other agencies via telephone, face-to-face and email. • Assist in the efficient and effective processing and resolution of customer casework. • Support customer self-service initiatives and identify opportunities for further enabling self-service. • Manage customer cases and issues effectively, consulting with specialists when necessary. • Maintain confidentiality in line with data protection legislation. 			

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- Contribute to the continuous improvement of processes and procedures within the service.
- Provide support for the escalation of service issues and assist with knowledge sharing across case teams.
- Personally own the resolution of some complex cases.
- Assist with the design and development of tools and guidance notes to enable team self-service and knowledge expansion.

Knowledge / Experience / Skills

Knowledge	Essential	Desirable
Good understanding of Council services.	x	
Knowledge and understanding of relevant legislation and processes.	x	
Data protection principles.	x	
Broad and detailed knowledge of Council services, systems and procedures.		x
Good knowledge of terminology and acronyms used by the service areas.		x
Enforcement procedures where applicable.		x
Experience		
Experience in providing customer service in a housing or related environment.	x	
Experience in maintaining accurate records and case management.	x	
Experience in handling confidential information.	x	
Experience in triaging and assessing customer needs.	x	
Experience in working within a local authority or public sector organisation		x
Experience in producing statistical reports.		x
Qualifications / Registrations / Certifications		
Good standard of general education including GCSE grade C/4 or above or equivalent in English and Maths.	x	
Educated to A Level standard or equivalent with relevant experience.	x	
Relevant professional qualification in housing or a related field.		x
Training in data protection and confidentiality.		x

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Certification in customer service excellence.		x
Skills		
Excellent communication and interpersonal skills.	x	
Proactive with a commitment to providing excellent customer service	x	
Numerate with accuracy and attention to detail.	x	
Well organised and methodical.	x	
Ability to work as part of a team and on own initiative.	x	
Strong organisational and time management skills.	x	
Ability to review processes and recommend improvements.		x
Working Conditions		
<p>This role involves working within a dynamic and supportive local authority environment. Candidates should be prepared for the following conditions:</p> <p>Work Hours: Standard working hours are 37, with occasional requirements for evening or weekend work to meet project deadlines or attend community events.</p> <p>Location: The primary work location is County Hall, with opportunities for remote work as per organisational policies.</p> <p>Travel: Some travel within the local area may be required for meetings, site visits and community engagement activities.</p> <p>Work Environment: The role involves working both independently and as part of a team, with access to modern office facilities and resources.</p> <p>Health and Safety: Adherence to all health and safety regulations is mandatory, ensuring a safe working environment for all employees.</p>		
Dimensions of the role		
Working Arrangements		
Somerset Council's dynamic Working Strategy will be applied to this position.		
Corporate Accountabilities		
Understand, uphold and promote the aims of the council's equality, diversity and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do. Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.		

Date: 10/01/2025