**JOB DESCRIPTION**

**Job title:** Children’s Trauma Therapy Service Triage Administrator

**Service:** Children’s Trauma Therapy Service, Bradford Family Action

**Salary:**  Grade 2 Point 15: £24,206 FTE per annum

(£12,103 pro rata per annum for part time, 18.5 hours)

**Hours:** 18.5 hours per week (part-time)

**Location:**  Central Bradford

# Responsible to: Clinical Service Manager

**Summary of job:**

The post holder will play a key role within the Family Action Bradford Children’s Trauma Therapy Service (CTTS) which works with children and families who have experienced complex trauma and adverse childhood experiences. The post holder will triage and process referrals for children and their families, be available to offer advice regarding referral criteria and signposting information, as well as supporting CTTS with additional administration needs.

**Key tasks and responsibilities:**

1. Build positive relationships with CTTS therapists, families and the professionals supporting them, demonstrating sensitivity and empathy.
2. Triage and process referrals ensuring that all information is accurately captured on our case management system and where necessary gather additional information from referrers and families.
3. During the process of taking a referral share knowledge and information about CTTS and where appropriate of other services that may be able to support the needs of families.
4. In communication with the service clinical lead, make decisions to decline or accept referrals based on referral criteria.
5. Liaise with parents and professionals about referrals and send letters to referrers and parents, notifying them of decisions to accept/decline referrals and explain initial and next steps with regards to their assessment and therapy journey.
6. Manage emails sent to the CTTS inbox.
7. Raise any safeguarding or mental health concerns with the appropriate Family Action manager and follow guidance.
8. To manage all data entry into the CTTS case tracker and keep the service case management system (MYMUP) up to date recording key information as needed to support the therapy team and taking responsibility for the data fidelity for the service.
9. Attend the monthly CTTS team meeting in Bradford and twice-yearly whole team meetings for the Bradford service, taking minutes and supporting the meetings as requested.
10. Support the therapy team with the delivery of their therapy and consultation work by supporting with the production of relevant information and resources needed for consultation work and ordering materials needed for therapy sessions.
11. Provide information and assist with the production of reports and monitoring as required by our funders.
12. Ensure all work is carried out to Family Action minimum standards and is designed and delivered to maximise outcomes.
13. Take responsibility for accessing supervision from your Line Manager within Family Action and manage own mental well-being, given the demanding nature of the role.
14. Comply with Family Action’s Health and Safety Policy, GDPR Policy and to protect your own and others’ health, safety and welfare.
15. Ensure that all assigned work adheres to the Family Action Safeguarding Policy and ensures BSCB procedures are followed in the event of any child protection issues or concerns.
16. Work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required.
17. Implement Family Action’s Equality & Diversity Policy and Ethical Policy in every aspect of your work and positively promote the principles of these policies amongst colleagues, service users and other members of the community.
18. Promote a positive image of Family Action, representing the organisation in order to increase professional and public awareness of the organisation’s work and of the views and needs of service users.
19. Be able to evidence Family Action’s values at all times, which underpin Family Action’s mission of ‘building stronger families’ by:

Being **people** focused

Reflecting a **‘can** **do’** approach

Striving for **excellence** in everything we do

Having **mutual respect** for everyone we work with, work for and support through our services

**PERSON SPECIFICATION**

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| Requirements  5 GCSE’S grade 4/C or above | | Essential | Desirable |
| 1. | Excellent administrative skills/ use of IT including Microsoft Office packages e.g. Excel & Outlook and TEAMS. | ✓ |  |
| 2. | Experience of working in a health, social care or education setting or voluntary sector agency. |  | ✓ |
| 4. | Experience of liaising with service users around their needs | ✓ |  |
| 5. | Experience of entering data and managing datasets | ✓ |  |
| 6. | Experience of working with partner agencies and ability to engage a range of stakeholders | ✓ |  |
| 7. | Understanding of trauma and its impact on children and young people | ✓ |  |
| 8. | Ability to identify whether referrals are appropriate and to signpost to other services where necessary | ✓ |  |
| 9. | Good written and oral presentation skills, able to keep concise and accurate records | ✓ |  |
| 10. | Demonstrate a knowledge of child and family safeguarding protocols and procedures with ability to assess risk and identify concerns at a basic level. | ✓ |  |
| 11. | Willingness to comply with Family Action’s Equality & Diversity and Ethical Policy in every aspect of your work and positively promote the principles of these policies amongst colleagues, service users and other members of the community | ✓ |  |
| 12. | The ability to work autonomously and to plan, prioritise, work under pressure and adapt to new ways of working | ✓ |  |
| 13. | Willingness to undertake training in trauma informed approaches to working with children and families | ✓ |  |
| 14. | Able to evidence Family Action’s values at all times, which underpin our mission of ‘building stronger families’ by:   * Being **people** focussed * Reflecting a **‘can do’** approach * Striving for **excellence** in everything we do * Having **mutual respect** for everyone we work with, work for and support through our services | ✓ |  |