

JOB DESCRIPTION

Division / Department

JOB TITLE: Triage Officer

DIVISION: Jobs & Skills

GRADE: Band 7

RESPONSIBLE TO: Employment Coordinator

POST REFERENCE: 108273

Purpose of Post

1. To support the effective delivery of the Tees Valley Connect to Work Programme which supports individuals with barriers or challenges to get into and maintain their employment whilst connecting work, health and skills support in Tees Valley.
2. Oversee the effective triage of referrals to ensure that only eligible and suitable individuals are onboarded onto the Connect to Work Programme whilst also ensuring effective signposting, administration and project support to enable the delivery of a customer-focused and outcomes-based service.
3. Support the coordination of referrals for support, quality assuring and delivering initial holistic assessments for Connect to Work. This will involve working with the wider team to develop and deliver the triage/assessment service in partnership with the other Tees Valley Local Authorities and Commissioned Partners.

Key Relationships

- Tees Valley Combined Authority
- Department for Work & Pensions
- Employers
- Elected Members
- Other Council Departments
- Voluntary Sector Organisations
- Staff Members
- Other Local Authorities

- Commissioned Partners
- Participants

Main Duties and Responsibilities

1. Contribute to the successful delivery of the Connect to Work programme by providing quality administrative support, quality assurance, and acting as the first point of contact for enquiries/referrals to the programme.
2. Have a strong understanding of eligibility and suitability requirements of the Connect to Work Programme, ensuring updates are identified, communicated and amendments are made to any materials and forms related to the programme.
3. Oversee the processing of expressions of interest received for the programme in the form of direct and third-party referrals from professionals, coordinating with providers and individuals to ensure an efficient triage process is operated and referrals are processed within specified timescales for the Programme.
4. Undertake and evidence the holistic assessment of individuals who are referred to the programme to make an appropriate triage decision on the appropriate model of employment support either Individual Placement & Support (IPS) or Supported Employment Quality Framework (SEQF).
5. Assist in the development and maintenance of a structured triage and holistic assessment process to effectively manage Expressions of Interest/Referrals through Connect to Work.
6. Prepare reports and presentations on performance of the triage service, providing recommendations to support strategic decision-making and continuous improvement in the Connect to Work Programme.
7. Create and maintain effective working relationships with commissioned partners, coordinating holistic assessments for individuals and acting as the initial point of contact for support, complaints or issues in relation to the Programme.
8. Collaborate with partner organisations to develop and maintain a database of employment support and skills programmes, using this to signposting for support to those not eligible for Connect to Work.
9. Research best practice triage provision to promote and implement continuous improvement within the Service.
10. Understand safeguarding protocols and operate within these guidelines at all times to ensure the safety of all staff and individuals accessing the Service.

11. Effectively oversee the DWP Provider Referrals and Payments (PRaP) System which will be utilised as part of the triage process for Connect to Work.
12. Understand Connect to Work Guidance in accordance with DWP regulations and apply knowledge relevant to practices, reporting and checks in carrying out the role of Triage Officer.
13. Support partners including Local Authorities and Commissioned Partners to ensure they are aware and adhere to programme guidance and eligibility criteria for Connect to Work.
14. Contribute to management reports and reporting processes for the programme to ensure the project meets the funding criteria, effectively using quality assessment tools and a range of evaluation methods.
15. Any other duties of a related nature which might reasonably be required and allocated by a manager.

Changes

Over time Council services change and develop. This can impact upon the main duties and responsibilities of the role, and subsequently the post holder, who will be required to adapt. Any changes will be appropriate to the grading of the post and will be made in discussion with the post holder.

Date: September 2025

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