# Job description – Triage Assistant

**Key responsibilities**

* To attend to clients on the phone and in person, using sensitive listening and questioning skills.
* To explore clients’ circumstances, support needs and access channel preferences considering language barriers, accessibility needs, and issues around digital access and ability
* To provide a triage service
* To co-ordinate and organise appointment using an electronic appointment calendar
* Refer to manager for help with emergencies
* To liaise where appropriate with bureau staff and other relevant agencies.
* To record, update and maintain information on a case management system for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation
* To adhere to company principles and to ensure that all work meets quality standards and the requirements of the funders
* Contribute to overall efficiency and quality of processes and procedures
* Provide information for project reports
* Carry out other duties as specified by the Manager and required by the needs of the post.
* Promoting the service through social media
* Provide administration support to ensure the smooth running of the bureau
* Present a positive image of the Bureau at all times.
* Form effective working relations and networking with other organisations and stakeholders ensuring collaborative approach in service delivery.
* Assist in Identify personal strengths and weaknesses as well as identifying personal training needs
* Attend in-house and external training courses as appropriate
* Attend team and staff meeting as required.

The above job description is not exhaustive and is clarified to include broad duties inherent in the post as reasonable requested by the Director.