



**MALDON**  
DISTRICT COUNCIL

# **Triage Officer (SD2351)**



<b>Job Title</b>	<b>Triage Officer</b>
<b>Service Area</b>	<b>Service Delivery</b>
<b>Grade</b>	<b>E (SCP 17-20)</b>
<b>Job Reference</b>	<b>SD2351</b>

<b>Reporting to</b>	<b>Responsible for</b>
Housing Solutions Manager	None

<b>Team Purpose</b>
To provide timely, professional, and customer-focused frontline advice and triage to individuals and households at risk of homelessness, supporting them to access the appropriate housing services or referrals.

<b>Role Purpose</b>
<p>To provide first point of contact advice and triage to customers at risk of homelessness or experiencing housing difficulties.</p> <p>Ensure compliance with the Homelessness Reduction Act 2017 and other relevant housing legislation.</p> <p>To enable the delivery of effective early intervention and homelessness prevention.</p> <p>Ensure and develop a high-quality customer service standard, both face-to-face and through digital/telephone channels.</p> <p>Ensure that enquiries, complaints, and cases are managed efficiently and recorded accurately.</p> <p>Effectively manage incoming queries and referrals in line with service timescales.</p>

<b>Key Accountabilities</b>
<p>Provide accurate, timely triage and housing advice to customers contacting the service assessing urgency and need. Provide tailored housing advice including on security of tenure, eviction process, homelessness prevention tools and legislative rights.</p> <p>Demonstrate a strong working knowledge of the Homelessness Reduction Act 2017, including its duties around prevention and relief, personalised housing plans and local authority responsibilities.</p> <p>Be familiar with accompanying statutory guidance and how it applies in practice.</p>



Understand the full range of housing pathways available, including temporary accommodation, private rented sector options, supported housing, and social housing routes, to ensure accurate advice and effective case progression.

Provide practical support to applicants in completing forms, understanding documentation requests, and navigating the service.

Direct or refer customers to the appropriate services, including internal Housing Solutions Officers and external partners such as Essex County Council, Social Services, Citizens Advice, the Department for Work and Pensions (DWP), and domestic abuse support organisations, working collaboratively with teams and external agencies to resolve housing needs.

Actively promote early intervention by supporting customers to sustain their existing housing where appropriate, or to access suitable alternative accommodation.

Maintain accurate case notes and records on the housing case management system documenting all interactions, actions and decisions made.

Monitor and manage all incoming queries to the Housing Need service, responding efficiently to high volumes of communication received via Outlook, telephone, and face-to-face interactions.

Conduct risk assessments to identify safeguarding concerns, tenancy risk factors or vulnerability indicators escalating accordingly and act in line with council procedures.

Deliver a respectful, trauma-informed, and inclusive service to vulnerable and distressed customers. Maintain professionalism when handling challenging or emotional conversations.

Ensure all communications are inclusive, professional and customer focused.

Actively contribute to service improvement, highlighting trends, issues, or gaps observed during triage.

## Ways of Working

### Collaborative working

Develop strong working relationships across departments, partner agencies, and statutory services.

Work closely with Housing Officers, Environmental Health, Revenues and Benefits, and external partners like Citizens Advice and domestic abuse charities.

### Customer Service

Resolve customer requests professionally, effectively and efficiently.

Provide sound guidance and advice and ensure adherence to legislation and regulation.

Develop and maintain good working relationships with customers, interacting through multiple channels.



<b>Ways of Working</b>	
	<p>Develop and implement plans to facilitate customer engagement.</p> <p>Proactively market the benefits of digital and self-service channels to all customers, taking forward customer enabling opportunities.</p>
<b>Supporting corporate projects</b>	<p>Provide input to service specific projects.</p> <p>Have input with departmental strategies and policies to ensure statutory and corporate targets are met and provide best value for the council.</p>
<b>Performance</b>	<p>Ensure a focus on own performance to achieve priorities and KPI's of the service, embracing change and continuous improvement.</p> <p>Promote an organisational culture that empowers and motivates customers to engage and resolve their own housing needs.</p>

### **Person Specification**

<b>Qualifications</b>
Educated to NVQ Level 3 / A Level or equivalent experience.

<b>Knowledge, Skills, Ability, and Experience</b>
<p><b>Knowledge</b></p> <p>Understanding of the governance arrangements for the service and the Council.</p> <p>An understanding of housing legislation, particularly the Homelessness Reduction Act 2017.</p> <p>Strong awareness of safeguarding responsibilities.</p> <p>Excellent understanding of good customer service and confidentiality.</p> <p><b>Experience</b></p> <p>Experience working in a customer-facing role, ideally in housing, support or advice.</p> <p>Experience managing sensitive or complex issues with empathy and professionalism.</p>



## Knowledge, Skills, Ability, and Experience

Experience of using case management systems and handling personal data.

### Skills and ability

Strong communication skills, both written and verbal.

Able to work calmly under pressure and manage a high volume of cases.

IT proficient.

Good organisational skills and ability to prioritise workload effectively.

Confident in dealing with vulnerable customers and managing difficult conversations.

Extensive experience of working in a customer focused, service delivery role.

Proven ability to understand and comply with legislation and regulations in day-to-day business.

Solid understanding of holistic case management approach and experience of providing multi-disciplinary support.

Proven ability to analyse, problem-solve and respond to requests and understanding of when to escalate a case.

## Special Requirements

<b>Emergency Planning</b>	A requirement of this role will be to attend emergency planning training. The role holder will be required to support the Council's emergency planning response.
<b>Election Duties</b>	This post will, on occasion and with reasonable notice, be expected to assist with election duties as required and this will include working unsociable hours.
<b>Political Restrictions</b>	This role is not politically restricted.
<b>Disclosure Barring Scheme</b>	This role requires a Basic DBS being undertaken prior to any contract of employment being offered. This will be re-checked every three years.

## Standard Terms

1. To comply with appropriate legislation, service and council policies.
2. All employees have responsibility under the Health and Safety at Work, etc. Act 1974. These responsibilities are laid out in the council's health and safety policy and procedures.



3. To support and be committed to the council's policy on safeguarding and promoting the welfare of vulnerable groups including, young children and adults and expects all staff and volunteers to share this commitment.
4. To support the council's equalities and diversity policies.
5. To operate within the council's IT policies and data protection rules and regulations.
6. To operate within the council's financial regulations.
7. Manage budgets and resources ensuring that they are deployed effectively with robust internal controls and compliance with relevant regulations, policies and guidelines.
8. To participate in internal committees and departmental working parties to ensure continuous improvement as required.
9. Any other reasonable duties as may be required from time to time

## Competency Framework

Central to the delivery of the role are the council's values and behaviours and all employees are expected to work within the council's Competency Framework. These are shared by all employees and applied to everything we do. The points for each competency are shown below:

<b>Maldon behaviours [competencies]:</b>	
<b>Core Competencies - All Workforce</b>	
<b>Communicating</b>	Expressing information in the best way and timescales that ensure clarity and understanding and responding in the most appropriate manner.
<b>Managing and Leading People</b>	Providing direction and support to those we work with to ensure service excellence.
<b>Customer Focus</b>	Taking into account customer needs, striving to meet them and providing the best service to our customers and colleagues.
<b>Planning and Managing Work</b>	Planning and managing work to meet individual, team and service objectives whilst achieving quality and value for money.
<b>Analysis and Problem Solving</b>	Assessing and interpreting information in order to support work activities, identify issues and aid problem solving.
<b>Initiative and Decision Making</b>	Taking the right action, based on what we know and being responsible for what happens.
<b>Developing Self</b>	Committed to developing own skills, knowledge and abilities to enhance capability.

All employees are expected to be flexible in undertaking the duties and responsibilities attached to their role and may be asked to perform other duties, which reasonably correspond to the general character of their role and their level of responsibility. All employees are required to be flexible to undertake out of hours work as required, meetings outside office hours will be routine and officers will be



expected to attend. This job description will be supplemented and further defined by annual objectives which will be developed in conjunction with the postholder.

This job description will be subject to regular review and the council reserves the right to amend or add to the details.

**Key Policies**

We are an equal opportunities employer and therefore all staff are expected to comply with our equality policies and help create a work environment in which everyone is treated with dignity, respect, courtesy and fairness. You are also expected to fully comply with health and safety policies and procedures in force to help maintain and develop a safe working environment. In pursuing a practice of continuous improvement and seeking to obtain best value in all aspects of the service, staff will be expected to assist in other such duties as may be allocated for the benefit of the organisation and their own personal development. Staff will be expected to assist if the council has to deal with the results of a civil emergency.

<b>Signed (Job Holder):</b>		<b>Date:</b>
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