



Gateway Officer

East Sussex Floating Support Service

Job Description

Ref: 1084

Job Summary

The Gateway Officer for the East Sussex Floating Support Service will be a member of our Gateway Team for the Service. The team comprises 7.4 FTE Gateway Officers who are managed by the Gateway Manager. The Gateway Manager is a member of the Services management team and works closely with the Senior Manager, 2 x Operational Service Managers (East and West) and 8 x Team Leaders to ensure referrals to the Service are managed effectively and efficiently and clients are allocated to Floating Support Officers within Service targets.

Gateway Officers are responsible for taking referrals from potential clients directly, or from referral agencies to ensure all required information is obtained and an initial needs assessment and risk assessment is undertaken as part of the referral process to decide on client's eligibility for short term floating support and accurately inputting client data onto our electronic database In-Form.

Responsible To

- Gateway Manager, East Sussex Floating Support Service
- Operational Service Managers (East and West), East Sussex Floating Support Service
- Senior Manager, East Sussex Floating Support Service
- Assistant Director, East Sussex Floating Support Service

Responsible For

- Interns on placement

Significant Working Relationships:

- Clients
- BHT Sussex staff
- Gateway Manager, East Sussex Floating Support Service
- Operational Service Managers (East and West), East Sussex Floating Support Service
- Senior Manager, East Sussex Floating Support Service
- Assistant Director, East Sussex Floating Support Service
- East Sussex County Council
- Referring partners, including
 - East Sussex County Council Adult Social Care (ASC)
 - Children's Services

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- Local Housing Authorities, including Rother District Council, Lewes and Eastbourne Councils, Wealden District Council and Hastings Borough Council
 - Care for the Carers
 - ASC commissioned Supported Accommodation Services
 - The East Sussex Multi Agency Risk Assessment Conference (MARAC)
 - The Department for Work and Pensions
 - The Council's Warm Home Check Service Provider
 - Sussex Partnership Foundation Trust and GP surgeries
- Third sector partners
 - Statutory sector partners

Key Responsibilities

1. To manage incoming referrals, (via phone, email or post), including liaising with referrers, capturing key data, assessing eligibility for the service and identifying support needs.
2. To treat clients who phone the office with compassion and empathy, including people from diverse communities and people with a range of communication needs, personalising response to meet need.
3. To manage incoming calls to the Gateway Team including dealing with enquiries, transferring calls, and taking accurate messages.
4. To maintain positive working relationships with all referral agencies, and a consistent, efficient and helpful attitude towards telephone contacts at all times.
5. To ensure referrals received via hard copy and phone are inputted on InForm each day (on-line referrals will automatically upload onto In-Form).
6. To contact referred clients within 2 working days to conduct the service assessment.
7. To ensure referrals that require an urgent response are identified (for contact to be made within less than 2 working days) and passed immediately to the Gateway Manager to co-ordinate the required response.
8. To use flexible and "persistent" approaches to contact people who are identified at referral as being harder to engage.

9. To undertake an appropriate assessment of individual client, need and make clear decisions on the suitability of the Service to meet support needs.
10. To use the Service Stratification tool to effectively triage, to assess risks posed to clients, and to target support and forecast support length.
11. To commence an effective initial needs assessments and risk assessment in preparation for accepted clients to be allocated to a Floating Support Worker.
12. To undertake appropriate and consented liaison with clients' families, friends or advocates where appropriate.
13. To promptly contact referrers with the outcome of initial assessments of eligibility for the Service.
14. To liaise with referrers to obtain further referral information when required.
15. To ensure accepted referrals are ready to allocate to the Floating Support team to allow for support to commence within seven working days from first contact.
16. To ensure client information is accurately inputted on InForm, and records are maintained to evidence key performance targets.
17. To provide telephone support to referrals who require sign posting and/or advice, who do not need referring into the Service.
18. To provide feedback on referrals that do not meet the Service criteria and signposting is made to appropriate provision/organisations if required.
19. To ensure that surges in referrals are communicated to the Gateway Manager so that they can be well managed.
20. To support the service in managing surges in referrals by adopting a flexible approach to delivering direct support to clients.
21. To adhere to specific agencies protocols and requirements regarding joint working.
22. To identify any concerns with information being shared and report it to a line manager regarding risk, safeguarding and criminal activity.

Administration and Monitoring

1. To use BHT Sussex's client case management system, InForm, to efficiently manage cases and record client and service outcomes.
2. To use the Service's manual and computerised systems consistently and to a high standard.
3. To maintain client records and reporting in line with internal procedures, including BHT Sussex GDPR and Data Protection Policy.
4. To contribute to reports as required.

Other

1. To be involved in organisational fundraising activities.

It is the duty and responsibility of each employee to familiarise and comply with, BHT Sussex's health and safety policies and procedures. You are responsible for taking care of yourself to avoid injury to yourself and other persons who may be affected by your acts or omissions at work. You will be required to co-operate with BHT Sussex and others in meeting statutory requirements.

For confidentiality and data security: whilst working for BHT Sussex you may gain knowledge of confidential matters which may include manual, electronic personal and medical information about our Board Members, Staff, clients, residents or third-party contacts. Such information must be considered strictly confidential and must only be used for the purpose for which it was obtained for. Failure to observe BHT Sussex's GDPR & Data Protection policies and procedures could lead to disciplinary action. In addition, you must comply and handle personal data securely in accordance with BHT policies and procedures, including the IT Security Policy and Computer Use Policy.

Adherence to and ensure compliance with BHT Sussex's Safeguarding Policy and Procedure at all times. If, in the course of carrying out the duties of your role, you become aware of any actual or potential risk(s) to the safety or welfare of clients, these concerns must be reported to your line manager in the first instance.

Actively promote and live out BHT Sussex values of 'Inspiring Change'; 'Delivering Excellence'; 'Empowering People'; 'Being Accountable' and 'Collaboration'.

To assist with identifying and reviewing strategic risk, and to be responsible for the management of specific risks delegated to you from time to time.

No job description can cover every issue which may arise within the post at various times and the post holder is expected to carry out other duties from time to time which are broadly consistent with those in this document.