



Gateway Officer

East Sussex Floating Support Service

Job Description

Ref: 1084

Job Summary

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.

Key Responsibilities

- Manage incoming referrals and calls, (via phone, email or post), including liaising with referrers, capture key data, record accurate notes, assess eligibility for the service and identify support needs.
- Maintain positive working relationships with all referral agencies, and a consistent, efficient, and helpful attitude towards telephone contacts.
- Ensure referrals received and client data is accurately inputted on InForm and records are maintained for service key performance targets.
- Ensure referrals are contacted, assessed for eligibility, and allocated within agreed timescales to achieve service targets. Where referrals require an urgent response, these are escalated to the Gateway Manager.
- Use flexible and "persistent" approaches to contact people who are identified at referral as being harder to engage.
- Use the Service Stratification tool to effectively triage, to assess risks posed to clients, and to target support and forecast support length.
- Commence an effective initial needs assessments and risk assessment in preparation for accepted clients to be allocated to a Floating Support Worker within agreed timescales to achieve service targets.
- Undertake appropriate and consented liaison with clients' families, friends or advocates where appropriate and obtain further referral information when required.
- Promptly contact referrers with the outcome of initial assessments of eligibility for the Service and provide feedback on referrals that do not meet the Service criteria and signpost to appropriate organisations if required.
- Ensure surges in referrals are communicated to the Gateway Manager and support the service in managing surges in referrals by adopting a flexible approach to delivering direct support to clients.
- Identify any concerns with information being shared and report it to a line manager regarding risk, safeguarding and criminal activity.

Administration and Monitoring

- To make good and proper use of BHT Sussex's IT systems, to efficiently manage cases and record client and service outcomes on In-Form in line with internal procedures and GDPR and Data Protection Policy.

- To use the Service's manual and computerised systems consistently and to a high standard.
- To contribute to reports as required.

Other

- To participate fully and effectively within the team, contributing to a culture of continuous performance development and improvement.
- To actively uphold and promote BHT Sussex Equality and Diversity Policy in all respects by delivering and encouraging the highest standards of behaviour and practice.
- To be involved in organisational fundraising activities.

Responsible To

- Gateway Manager and ESFSS Management.

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.

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.