

Triage and Duty Worker

Job Description & Person Specification



Triage and Duty Worker

Hours	37 hours per week
Contract	Permanent
Salary	£27,000 - £28,250 (Full time equivalent)
Location	Bradford (<i>Shipley office</i>)
Probationary Period	6 months
Reporting to	Service Manager
DBS Check Level	Enhanced

Carers' Resource is a Yorkshire charity established in 1995 to support unpaid carers of all ages across Bradford, Harrogate, Selby and Craven. Our carer support promotes independence, choice, and wellbeing taking a holistic approach shaped by the Care Act 2014 and Children and Families Act 2014. Through both our Carer teams and Hospital teams our quality services are now delivered to carers and vulnerable people, to ensure they are well supported through the provision of tailored information, practical advice and emotional support.

We are proud to be an inclusive employer and are committed to building a diverse workforce that reflects the communities we serve. We welcome applications from all backgrounds and particularly encourage applications from individuals who can bring different perspectives, experiences, and ideas to our organisation.

Role guide:

We are seeking a calm, organised, and compassionate Triage and Duty Worker to be the first point of contact for adult unpaid carers accessing our service in Bradford. This is a fast-paced, office-based role where you will receive incoming calls, often from carers in need, as well as support the coordination and prioritisation of referrals into the service. You will play a vital role in ensuring carers receive the right support at the right time, including identifying those who need urgent intervention and those who can be supported through early, lower-level interventions.



Key Responsibilities

Duty & First Point of Contact:

- Manage incoming calls from the reception team that need further guidance or support, including those in crisis or urgent need.
- Provide immediate information, advice, and emotional support.
- Respond in a calm, empathetic, and professional manner.

Triage & Prioritisation:

- Review incoming referrals and assess level of need and risk.
- Identify and prioritise urgent or high-risk cases.
- Make informed decisions about appropriate next steps and allocation.

Managing Referrals & Waiting Lists:

- Support the coordination of referrals into the service.
- Maintain oversight of waiting lists and ensure timely communication with carers.
- Keep carers informed and supported while they are waiting for services.

Early Intervention Support:

- Provide direct support to carers whose needs can be met through short-term or low-level intervention.
- Offer information, signposting, and practical guidance.
- Resolve issues at the earliest opportunity where appropriate.

Safeguarding & Risk Management:

- Identify safeguarding concerns and respond in line with policies and procedures.
- Accurately record concerns and escalate where necessary.
- Work closely with colleagues and external agencies when managing risk.

Recording & Administration:

- Maintain accurate, timely, and confidential records.
- Use case management systems effectively.
- Contribute to monitoring and reporting requirements.



Person Specification:

Experience of working with vulnerable adults, carers, or within a support/service environment.	Essential
Ability to assess need, prioritise, and make sound decisions under pressure.	Essential
Strong communication skills, including handling sensitive or distressing conversations.	Essential
Understanding of safeguarding and risk management.	Essential
Good organisational and administrative skills.	Essential
Ability to work in a fast-paced environment and manage competing demands.	Essential
Confidence using IT systems and maintaining accurate records.	Essential
Experience in a triage, duty, or front-line advice role.	Desirable
Knowledge of issues affecting unpaid carers.	Desirable
Familiarity with health, social care, or voluntary sector services.	Desirable
Experience managing waiting lists or referral systems.	Desirable

Other Information

- This is an office-based role in Bradford.
- The role may involve some emotionally challenging situations.
- Full training and support will be provided.
- The post holder will be expected to work in line with organisational values and safeguarding policies.

Equality, Diversity & Inclusion

Carers' Resource is committed to equality, diversity and inclusion and welcomes applications from all sections of the community. We are committed to creating a workplace where everyone feels valued, respected and supported.

