

Job title: Triage Support Advisor	Responsible for: Initial Point of Contact within the Transition Support Team.	Responsible to: Transition Support Case Manager
Location: Portsmouth, UK	Contract: Permanent	Hours of Work: 35 hours per week, Monday to Friday

About the Royal Navy & Royal Marines Charity

RNRMC is the Navy's principal charity which exists to support every sailor, marine and their families, for life. We do this by offering grants to and working with other organisations to deliver programmes that meet the needs of our beneficiaries. We work hard, engaging with supporters to help raise awareness and funds to deliver the outcomes required for today and tomorrow.

Role

The Transition Support Call Centre telephone line operates from 0900 to 1700 Monday to Friday. Its primary function is to give information advice and guidance to Royal Navy Personnel and their families who are leaving the service at short notice and who as a result, may face additional challenges in their transition. This includes those leaving via compulsory or medical discharge routes and those who have failed a compulsory drugs test. In addition, we aim to offer an Information advice and guidance (IAG) signposting service to Royal Navy veterans and their families in need of support.

The Triage Support Advisor will be the first point of contact for telephone enquiries, email enquiries, and professional or self-referrals. They will be required to complete an initial assessment and present cases at daily allocation meetings where upon decisions will be made as to the appropriate course of action. They will be required to signpost people to the right support in a timely manner. This may be internal referrals within the RNRMC or externally to Naval, statutory, voluntary sector or local services.

We deliver a person centred, responsive, professional and confidential, support service. Working as part of the Transition Support Team, under the direction of the Transition Support Case Manager, the Triage Support Advisor will receive professional training and supervision to undertake this important outward facing role.

The role will be office based in Portsmouth until induction is complete. Following this, the RNRMC has a hybrid working policy which offers 40% home-working opportunities. All necessary equipment will be provided for home working, and the ability to work outside of office hours and occasional weekends as required is essential.

Job Summary

The Triage Support Advisor is required to have relevant qualifications in advice information and guidance, or a willingness to work towards these. The post holder will also possess high levels of emotional empathy, and the ability to gain trust, confidence and build rapport quickly. Due to the nature of the role, the ability to work in a person-centred way, be confident and adaptable is essential, with the ability to embrace change within a developing service, and have a positive outlook for reflecting on performance and approaches. You will be able to demonstrate empathy with the values of the RNRMC. A good knowledge of the Naval and Armed Forces Charity sector would be an advantage but is not essential as training will be given.

Responsibilities and Duties:

The post holder is accountable to the Transition Support Case Manager. This is not a statement of all duties and responsibilities of this post. The post holder may perform other duties as directed.

Principle Responsibilities to Service leavers, veterans, and their families:

- To be the initial point of contact for serving personnel in transition from the Royal Navy to civilian life, providing support, information, advice, and guidance (IAG) to veterans and their families.
- To listen, acknowledge and validate when people who may be in distress and are seeking support.
- To work in a person-centred way to support Service leavers, veterans, and their families to understand their rights, responsibilities and options coupled with signposting to appropriate advice and information services.
- To cover the Transition Support Call Centre telephone line and mailbox on a daily basis.
- To complete an initial assessment and pass on referrals that meet the criteria for the Transition Support Service to the Triage Manager.
- To pass on enquires that do not require support from the Transition Support Service to the appropriate internal department.
- To signpost contacts that do not meet the criteria for the Transition Support Service to appropriate Naval departments, external services, and charities.
- To promote a strengths-based approach to problem solving, focusing on enablement and a person-centred support.
- To employ a “Side by Side” (partnership) approach by promoting empowerment and self-advocacy.
- To maintain secure, accurate and up to date records through the use of the Case Recording Information System (CRIS) and enquiry log while complying with data protection regulations (GDPR).
- To maintain the confidentiality of people contacting RNRMC.
- To raise awareness of available opportunities in the military, statutory and voluntary sector as well as membership organisations that operate to enhance the lives of beneficiaries.

Principle Responsibilities to the Transition Support Team:

- To maintain up to date, secure and accurate records on the Case Recording Information System (CRIS).
- To collate data and feedback as required to monitor the activity and outcomes of the project.
- To monitor, research and input data into the Transition Support Teams Sign posting APP.
- To share learning and improve outcomes by participating fully in reflective practice sessions and team meetings, demonstrating openness towards developing new skills and knowledge and trying new ways of working.
- To support the role of the Transition Support Guides by processing applications for financial support via SSAFA's Mosaic (CMS2) platform.
- To support with administration and organisation of team meetings and events including sending meeting invitations, coordinating responses, preparation and circulation of agendas, minutes and reports.
- Report safeguarding concerns to the Designated Safeguarding Lead (DSL).
- To maintain regular communications with internal and external stakeholders and beneficiaries, either verbally or in writing, on a wide range of queries and correspondence.

Core accountabilities to the wider organisation.

- To assist the RNRMC Transition Support Service in creating opportunities to work in partnership with vulnerable Service leavers, veterans, and their families, listening to feedback and contributing to the development of the Transition Support offer going forward.
- To reflect on own practice, seek feedback on own performance and participate fully in One to One and Annual Reviews.

- To ensure quality and relevance of data recorded in various IT systems contributing to the wider RNRMC reporting needs.
- To be open minded and work collaboratively with other departments within the wider RNRMC family and promote the values and ethos of the charity.

Person Specification

To apply for this post, you must be able to state on your application and demonstrate at interview how you meet the criteria outlined below.

Please give examples on your application of how you meet each of the criteria below where possible.

	Essential	Desirable
Education		
Minimum of 5 GCSEs including Maths and English.	✓	
Relevant qualifications in Advice Information and Guidance or willingness to work towards these	✓	
Experience		
Experience of supporting people in stressful situations	✓	
Experience of providing advice, information and guidance		✓
Experience of the charitable sector or local authority social care projects		✓
Experience of working in an administrative role		✓
Understanding and empathy for the Royal Navy, Royal Marines and Charity Sector.		✓
Knowledge		
Awareness of requirements and legislation around the safeguarding of children and vulnerable adults.		✓
Awareness of statutory and specialist support services available to Service leavers, veterans, and their families.		✓
Computer literate; proficient in using Microsoft Outlook 365 suite of tools: TEAMS, Word, Sharepoint, Excel	✓	✓
Experience in using Mosaic/CMS2 or similar		✓
Experience of using case recording systems		✓
Knowledge of the Charity or military sector		✓
Skills/ Aptitudes		
Highly attuned aptitude for verbal communication with emphasis on strong listening skills	✓	

High levels of emotional intelligence and empathy	✓	
Demonstrates a genuine interest in people and their situation, with the ability to gain trust, confidence and build rapport quickly.	✓	
Excellent written communication skills.	✓	
Organised, with excellent attention to detail.	✓	
Passionate about supporting serving personnel, veterans and their families to achieve the best quality of life.	✓	
Highly adaptable and ability to embrace change in a developing service.	✓	
Ability to work in a person-centred way and promote a person-centred ethos within the RNRMC.	✓	
Friendly open manner and the ability to communicate with a wide range of people with a commitment to diversity and equal opportunities.	✓	
Positive about reflecting on own performance and approach.	✓	
Open to feedback and able to give feedback constructively.	✓	
Self-aware and resilient.	✓	
Works effectively as part of a team and values the opinions of others.	✓	
Confident with a positive can-do attitude.	✓	
Keen to take on new challenges and learn new skills.	✓	
Possess appropriate right to work in the UK. This role requires a DBS and basic security checks.	✓	