

Job Description: Family Support Triage Administrator

Title of post:	Family Support Triage Administrator
Responsible to:	Family Support Lead
Hours:	30 hours per week, worked across 5 days
Based at:	The Challenging Behaviour Foundation office, Chatham, Kent (5 minute walk from the train station).
Length of post:	Permanent

Objectives:

- To assist the Family Support team with enquiries from family carers and professionals, and triage and book calls
- To assist the Family Support Lead with enquiries from volunteers, and triage and book calls
- To update information resources on challenging behaviour and related issues

Responsibilities:

Responsibilities will include:

1. Assisting the CBF Family Support team with enquiries including:
 - First point of contact for families on the Family Support Service - answering telephone and email enquiries during helpline opening hours
 - Booking appointments with a Family Support Caseworker and/or Listening Ear Service
 - Identifying and providing suitable CBF resources for family carers
 - Identifying callers who do not require information and support for people with severe learning disabilities whose behaviour challenges and signposting them to other charities/ organisations and sending appropriate information
 - Providing a main point of contact for academics/students regarding research projects
 - Team administration including logging calls and maintaining the shared email account
2. Assisting with evaluation of the Family Support Service:
 - Data collection (circulating and collating questionnaires)
 - Collating data as required
3. Moderating the CBF email networks and Facebook group:

- Checking, formatting and sending questions and responses
 - Liaising with colleagues to produce helpful update/news emails for family carers
 - Processing application forms and adding new members
4. Assisting the Family Support Lead with enquiries from volunteers including:
- Assisting with the recruitment of family carer volunteers
 - Updating communications and records relating to volunteering
 - Liaising with volunteers as required
 - Producing a monthly informal volunteer newsletter
5. Updating written resources produced for family carers and professionals. This may include:
- Researching up to date information
 - Lowering the reading age of existing material to make them accessible to all
 - Contacting external contributors, requesting their input to update information resources and liaising with them for approval of final drafts
 - Ensuring references and links to external resources are up to date
 - Assisting with CBF newsletter articles
6. Contributing to other CBF projects as appropriate
7. Ensuring regular communication with other members of the CBF team, including attendance at weekly team meetings
8. Any other tasks as determined by the Line Manager