

Job Description

Crisis and Triage Officer

Level: 7

Responsible To:

Crisis and Resilience Programme Lead
(South Ribble Borough Council)

Responsible For:

N/A

About the job:

Funded by the UK Government, the Crisis and Resilience Fund focuses on ensuring that residents experiencing immediate hardship receive timely and effective support, while also strengthening longer-term resilience.

The Crisis and Triage Officer plays a key role in supporting residents across Chorley and South Ribble who are experiencing financial or personal crisis. Acting as the first point of contact for the Crisis and Resilience Fund, the role provides timely, consistent, and professional triage of enquiries and applications. This ensures that residents in crisis receive an appropriate and prompt response, including access to emergency financial support where eligible, as well as referral or signposting to wider support services.

Role:

- Act as the first point of contact for all enquiries relating to the Crisis and Resilience Fund across Chorley and South Ribble.
- Triage crisis enquiries to assess urgency, eligibility and risk, ensuring residents receive the right support at the right time. Determine if circumstances qualify as a crisis or risk of crisis and decide on the appropriate support.
- Assess Crisis Payment applications in accordance with agreed policies, criteria and decision-making arrangements.
- Conduct proportionate verification checks including identity, income and savings.
- Implement a cash-first approach, selecting the most suitable payment methods, and using vouchers or goods only when they better meet the needs.
- Provide clear, accurate information and guidance to residents about available support, next steps and expected timescales.
- Make warm referrals to welfare advice, financial inclusion, housing support, and voluntary sector partners where consent is given.
- Maintain accurate records and monitoring information to support transparency, audit requirements and performance reporting.

Responsibilities:

Team:

- You will work with your colleagues to prioritise team objectives over individual objectives.
- You will support and respect your colleagues at all times.
- You will work together to share knowledge and experiences to improve your service.
- You will participate in development activities as required.

Corporate:

- You will carry out your duties and responsibilities in line with the Health & Safety Policy and associated legislation.
- You will actively engage with customer care, value for money and performance management.
- Your duties will be carried out in line with our equality scheme.
- You will be compliant at all times with GDPR and data protection legislation.
- You will constructively participate in communication and promotional activities.

Organisational:

- You will be prepared to take on responsibilities and projects that may be outside of your normal work area but are relevant to your role.
- You will support an inclusive culture which provides opportunities for everyone to participate and progress.
- You will support effective relationships across all Directorates, with stakeholders and external partners to ensure the Council's priorities and objectives are met.
- You will positively promote and represent the Council at all times.

What the successful candidate will have:

Qualifications

- A relevant qualification in housing, welfare, health, social care or a related field, or equivalent experience.

Experience

- Experience working directly with the public in person, by phone, or online, handling sensitive enquiries.
- Experience of assessing applications, triaging enquiries or making evidence-based decisions.
- Experience of working in a customer-facing role within a public sector or support environment.

Knowledge

- Understanding of financial hardship, crisis intervention and support pathways.
- Knowledge of safeguarding principles and the ability to identify and respond to risk.
- Awareness of equality, diversity and inclusion issues affecting access to services.
- Understanding of data protection and confidentiality requirements.

Skills & Abilities

- Strong assessment and decision-making skills, with the ability to apply policy consistently and fairly.
- Proficiency in assessing financial information including income, expenditure, and housing costs.
- Ability to gather and assess information, apply eligibility rules, and make fair, evidence-based decisions.
- Ability to support residents experiencing distress or crisis in a calm, respectful, and trauma-informed way.
- Excellent communication skills, with the ability to explain decisions clearly and sensitively.
- Ability to manage competing priorities in a fast-paced, emotionally demanding environment.
- Strong organisational and record-keeping skills, with attention to detail.
- Ability to work effectively across organisational boundaries and with partner agencies.

Our Values & Behaviours

Customer Focused - We listen to our communities, keeping them informed about the things that matter most to them and providing a professional and responsive service.

Forward Thinking - We solve difficult problems by being adaptable, resilient, and innovative.

Working Together - We are focused on achieving our collective goals as an organisation and we support our colleagues to deliver excellent services.

Making a Difference - We make a positive difference for our communities by being helpful and going the extra mile.

Delivering Quality Services - We strive for quality in everything we do, making sure the people of Chorley and South Ribble get the best outcome.