

Job title	Triage Lead
Directorate	Children and Young People Services
Responsible to	Clinical Governance Lead
Accountable to	Director
Geographic reach	North Kent (Medway office)
Hours	22.5 hours per week, 9am to 5pm.
Salary	£24,772 FTE (£15,064.50 pro rata)
Contract	Permanent



Purpose of Role

The Triage Lead is responsible for coordinating and overseeing the triage function for the Medway Therapeutic Alliance, ensuring referrals, enquiries and requests for support are managed safely, consistently and in a timely manner. The role contributes to positive outcomes for children, young people and families by ensuring individuals access the most appropriate support, intervention or pathway based on assessed need, risk and service eligibility.

The role involves reviewing referral information, undertaking screening and triage activity, assessing risk and complexity, and making informed decisions regarding allocation, signposting, advice, guidance or onward referral. The postholder is responsible for maintaining oversight of referral pathways and supporting equitable, efficient and clinically informed access to services across the Alliance.

The Triage Lead is accountable for maintaining accurate records, managing risk appropriately, identifying and escalating safeguarding concerns, and ensuring triage decisions are consistent with agreed thresholds, policies, procedures and governance arrangements. The role exercises professional judgement within defined frameworks, with support, escalation and clinical oversight provided by the Clinical Governance Lead.

The role operates as a key point of contact for children, young people, families, professionals and partner organisations, supporting effective communication, coordination and partnership working across the Medway Therapeutic Alliance. The postholder contributes to service quality, performance monitoring and continuous improvement,

helping to ensure a responsive, safe and high-quality service offer aligned to contractual requirements and organisational priorities.

Key Responsibilities

Triage and Pathway Coordination

- Coordinate and oversee the triage function for the Medway Therapeutic Alliance, ensuring referrals, enquiries and requests for support are managed safely, consistently and in a timely manner.
- Act as the central point of coordination for referrals received through online forms, email, telephone, self-referral and professional referral routes.
- Review referral information, undertake screening activities and assess presenting needs, risk, complexity and suitability for support.
- Make informed decisions regarding allocation, signposting, advice, guidance, onward referral, waiting list management and pathway progression in line with agreed thresholds and service criteria.
- Maintain oversight of referral and allocation processes to support equitable, timely and appropriate access to services.
- Coordinate next steps following triage decisions, working closely with Care Coordinators, administrators and Alliance partners to ensure smooth pathway management.
- Support consistent application of triage processes, eligibility criteria and pathway guidance across the Alliance.

Risk Management and Safeguarding

- Identify, assess and respond appropriately to safeguarding concerns, wellbeing risks and emerging issues identified through referrals, consultations and enquiries.
- Apply professional judgement when assessing risk and determining appropriate actions, escalation routes and referral outcomes.
- Escalate safeguarding concerns, complex cases and high-risk presentations to the Clinical Governance Lead in line with organisational policies and procedures.
- Ensure safeguarding concerns, triage decisions and associated actions are clearly documented and followed through appropriately.
- Contribute to maintaining safe, effective and defensible decision-making processes across the triage function.

- Support organisational safeguarding, governance and risk management arrangements through timely communication and escalation.

Recording and Data Management

- Maintain accurate, timely and high-quality records relating to referrals, triage activity, safeguarding concerns and pathway decisions.
- Ensure records are maintained in line with GDPR, confidentiality requirements, information governance standards and organisational procedures.
- Maintain oversight of referral inboxes, telephone systems, waiting lists, task lists and associated digital systems to ensure activity is managed safely and efficiently.
- Support data quality, monitoring, reporting and contractual requirements, including referral volumes, waiting times, pathway outcomes and service activity.
- Produce and maintain accurate records and information to support service reporting, audits and quality assurance activity.
- Identify trends, themes and emerging pressures through triage data and referral activity to support service improvement.

Partnership Working and Communication

- Act as a key point of contact for children, young people, families, professionals and partner organisations accessing the Medway Therapeutic Alliance.
- Provide advice, guidance and consultation in relation to service pathways, eligibility criteria, referral routes and available support options.
- Maintain clear, timely and compassionate communication with children, young people, families, referrers and partner agencies.
- Respond appropriately to enquiries received through telephone, email and other communication channels.
- Work collaboratively with Alliance partners, Care Coordinators, administrators and wider CYP services to support coordinated care and effective pathways.
- Develop and maintain effective working relationships with schools, community organisations, statutory partners and other relevant stakeholders.
- Represent North Kent Mind professionally in all interactions with service users, partners and stakeholders.

Service Performance and Quality

- Contribute to the effective operation and continuous development of the Medway Therapeutic Alliance triage service.
- Monitor triage activity, referral flows and pathway performance to support service effectiveness and accessibility.

- Ensure triage decisions are consistent, proportionate and aligned to agreed thresholds, service models and governance requirements.
- Identify themes, learning opportunities, service pressures and improvement actions arising from triage activity.
- Contribute to the development and review of triage processes, guidance, documentation and communication materials.
- Support quality assurance, audit and service improvement activity as required.
- Contribute to achievement of contractual requirements, service standards and organisational objectives.

Professional Practice

- Work within organisational policies, procedures, governance frameworks and agreed clinical oversight arrangements at all times.
- Maintain knowledge of children and young people's mental health, safeguarding, referral pathways and relevant legislation and guidance.
- Exercise professional judgement appropriately within agreed thresholds, seeking advice, support and escalation where required.
- Participate in regular supervision, appraisal, reflective practice and continuing professional development.
- Promote trauma-informed, person-centred and evidence-informed approaches in all aspects of the role.
- Demonstrate professionalism, accountability and attention to detail when managing referral and triage activity.
- Demonstrate behaviours aligned with North Kent Mind's organisational values in all interactions with service users, colleagues and partners.

General Responsibilities

The post holder is required to:

- Comply with all organisational policies and procedures, including Safeguarding, GDPR, Confidentiality, Equality, Diversity and Inclusion, and Health and Safety.
- Actively promote a safe environment for children, young people, families, staff and others, identifying and responding appropriately to safeguarding concerns involving both children and adults.
- Attend and complete all mandatory training relevant to the role, including safeguarding.
- Maintain appropriate professional boundaries and confidentiality in all aspects of the role.
- Contribute to a positive, inclusive and professional working environment.

- Participate in supervision, appraisal and continuous professional development.
- Deliver services in a way that is inclusive, accessible and responsive to the diverse needs of children and young people, including those with disabilities, Special Educational Needs and Disabilities (SEND), and neurodiverse conditions.
- Work in partnership with Alliance partners, schools, health professionals and other agencies to support positive outcomes for children and young people.
- Demonstrate behaviours aligned with North Kent Mind's organisational values in all interactions with children, young people, families, colleagues and partners.
- Support continuous improvement, organisational learning and the development of effective triage, referral and pathway management processes.
- Undertake any other duties reasonably required by the organisation, commensurate with the level of the role.

Additional Requirements

- The role requires regular use of digital systems, referral management platforms, telephony systems and Microsoft Office applications.
- The post holder must be able to manage high volumes of referrals, enquiries and competing priorities while maintaining accuracy and attention to detail.
- The post holder may be required to work flexibly, including occasional evenings, in line with service and operational requirements.
- The role requires the ability to communicate confidently with children and young people, families, professionals, schools and partner organisations by telephone, email and other communication channels.
- The post holder may be required to support the implementation of new pathways, systems, processes and service developments across the Medway Therapeutic Alliance.
- The post holder may be required to attend meetings, training events and partnership forums across North Kent.
- The post holder will be required to undergo and maintain an Enhanced Disclosure and Barring Service (DBS) check in accordance with organisational requirements.

Working Environment

The role is delivered primarily through office-based, telephone and digital working, supporting children, young people, families, professionals and partner organisations across North Kent.

The post holder will spend a significant proportion of their time reviewing referrals, managing digital systems, responding to enquiries and coordinating pathways using a

range of communication methods including telephone, email, virtual platforms and case management systems.

North Kent Mind operates from multiple office locations. Accessibility and facilities vary between sites. The Medway office is located within a building with lift access and open-plan working areas. The Dartford office is based within an older building and has some physical accessibility limitations. Specific accessibility requirements can be discussed during recruitment and throughout employment.

The role requires regular use of computers, telephones, multiple digital systems and prolonged periods of screen-based work. The post holder will also be required to attend meetings and partnership events at North Kent Mind locations and partner venues as required.

North Kent Mind is committed to creating an inclusive and accessible workplace. We actively welcome applications from disabled candidates and will consider reasonable adjustments throughout the recruitment process and during employment. Requests for adjustments will be considered on an individual basis, taking account of both the requirements of the role and the environments in which services are delivered.

The primary work location and pattern of delivery may change over time in response to service needs, contractual requirements and organisational priorities.

Personal Specification

Category	Criteria	Essential	Desirable
Education & Qualifications	Relevant qualification or equivalent experience in children and young people's mental health, emotional wellbeing, health and social care, counselling, psychology, youth work or a related field	✓	
	Willingness to undertake relevant training and continued professional development	✓	
	Level 3 Safeguarding Children training (or willingness to complete immediately)	✓	
Knowledge & Experience	Experience working in CYP mental health or emotional wellbeing services	✓	
	Experience of triage, SPA, assessment, care coordination, duty or referral management functions		✓
	Experience of assessing need, risk and complexity and determining appropriate pathways and support options		✓
	Strong understanding of safeguarding responsibilities and child protection requirements		✓
	Knowledge of CYP mental health, emotional wellbeing, early intervention and prevention approaches		✓
	Knowledge of local services, referral pathways and support options available to children, young people and families		✓
	Experience of working within partnership or multi-agency environments		✓
	Knowledge of i-THRIVE, stepped-care models or CYP referral pathways		✓
Triage & Decision-Making Skills	Ability to make safe, proportionate and defensible decisions using available information, professional judgement and agreed processes	✓	
	Ability to review referral information and identify appropriate outcomes, pathways or referrals	✓	
	Ability to recognise risk, uncertainty and complexity and escalate appropriately	✓	
	Ability to balance competing priorities while maintaining consistency, accuracy and service standards	✓	
	Experience using structured screening or assessment tools to support decision-making		✓
Communication & Interpersonal Skills	Ability to communicate clearly and effectively with children, young people, families, professionals and partner organisations	✓	
	Ability to provide advice, guidance and consultation in a professional, compassionate and solution-focused manner	✓	
	Strong listening skills and the ability to gather and interpret information accurately	✓	

	Ability to build effective working relationships with colleagues, partners and stakeholders	✓	
	Ability to manage challenging conversations and communicate decisions sensitively and professionally	✓	
Organisation & IT Skills	Ability to manage a high-volume workload, prioritise tasks and meet deadlines	✓	
	Ability to maintain accurate records and documentation	✓	
	High level of competence using digital case management systems and referral management platforms	✓	
	Strong IT skills, including Microsoft Office and digital communication systems	✓	
	Ability to collect, analyse and use service information to support monitoring and improvement	✓	
	Experience of managing waiting lists, booking systems or referral tracking processes		✓
Working Approach & Behaviours	Ability to work independently while recognising when supervision, support or escalation is required	✓	
	Ability to work collaboratively as part of a multidisciplinary and partnership-based environment	✓	
	Ability to maintain professional boundaries and follow policies and procedures	✓	
	Ability to work in a trauma-informed, person-centred and strengths-based way	✓	
	Calm, organised and resilient approach when working under pressure and managing competing demands	✓	
	Commitment to continuous improvement, reflective practice and learning	✓	
	Commitment to equality, diversity, inclusion and accessibility in service delivery	✓	
Flexibility & Practical Requirements	Ability to travel across North Kent as required	✓	
	Ability to work across office, digital and partnership environments	✓	
	Willingness to work flexibly in response to service needs and operational pressures	✓	