### **JOB DESCRIPTION**

**Job Title:** Advice Triage Programme and Service Manager (Open Front Door (OFD))
**Accountable to:**    Director of Children and Family Services
**Salary:**        3b: £55,544- 61,000
**Location:**        Kennedy Leigh Family Centre
**Hours:**        Full-time (35 hours/week) 28 hours p/w would be considered
**Contract:**       Two Year Fixed Term Contract

### **JOB PURPOSE**

Norwood’s **Open Front Door (OFD) Advice Triage Service** is a key access point for families, professionals, and commissioners seeking guidance on a wide range of children’s social care needs and adult learning disability enquiries. This newly established service will ensure that those within the Jewish community can access timely, person-centred advice and be referred or signposted to the most appropriate support — internally or externally.

The service covers the full spectrum of children’s social care issues, including safeguarding, neurodiversity, housing, and emotional wellbeing. For adults with learning disabilities, the service also provides referral coordination for supported living, residential placements, outreach support and transitions into Norwood provision.

Where specialist services are needed beyond neurodiversity and learning disability, the triage team will offer short-term support and advice, working collaboratively with community and statutory partners to ensure families have clear guidance and a pathway forward.

The OFD is a **two- year** **pilot project**, currently in internal testing, with full public launch planned for **March 2026**. The Service Lead will be responsible for further developing, embedding and delivering this model in time for launch.

The **Advice Triage Service Manager** will shape and oversee the delivery of this flagship initiative, ensuring the service is accessible, culturally informed, strategically aligned, and embedded across Norwood’s operations and external partnerships.

### **MAIN DUTIES & RESPONSIBILITIES**

#### 1. **Service Leadership & Development**

* Establish and operationalise the OFD Advice Triage Service in collaboration with internal teams and external stakeholders.
* Develop and implement all relevant triage and referral **policies and procedures**, including safeguarding, data protection, escalation, partnership referral agreements, call handling, case recording and closure.
* Ensure that the OFD dovetails with Norwood’s neurodivergent offer and wider service areas.
* Lead on the **development of an online service directory**, categorised by area of need, to support informed referrals and empower families.

#### 2. **CRM & Systems Oversight**

* Work with Norwood’s Project Team to shape and implement a CRM system tailored to the OFD service needs.
* Ensure robust and secure case recording, triage workflow tracking, and outcome reporting.
* Align and modernise **reception functions** across Norwood, including handling of all inbound queries (phone, email, web, post, in-person).

#### 3. **Referral Coordination & Internal Alignment**

* Set up and manage clear **referral pathways**:
	+ Internally - Children and Family Service and Adult Services
	+ Internally- to all Norwood’s corporate functions- including fundraising and Communications
	+ Externally to partners – including: JWA, JAMI, Paperweight, Kisharon-Langdon, Noa Girls, Camp Simcha, Local Authority and NHS Services)

#### 4. **Team Leadership & Line Management**

* Line manage the OFD team, including:
	+ The recruitment and line management of 2 x Advice Triage Workers
	+ Centre Manager including Reception Teams across Norwood
	+ Referrals, Placements and Business Support Manager

Coordinate and align the referral process across teams, including Reception, Adult Placements ensuring Norwood’s Open Front Door is seamless.

* Lead by example with compassionate leadership, clinical clarity, and an inclusive ethos living Norwood’s Values.

#### 5. **Partnership & Strategic Engagement**

* Facilitate the **Strategic Partnership Group** of external organisations operating in the Jewish social care landscape, ensuring all referrals mechanisms are aligned.
* Initiate, build and maintain relationships with key stakeholders to ensure trust, clarity, and shared ownership of referral pathways, acting as the external voice and lead of this crucial Service.

#### 6. **Communication & Promotion**

* Work with the Marketing & Communications team to co-design a robust **internal and external communications strategy**.
* Collaborate with the Community Engagement team to promote the service at events, synagogues, schools, and community hubs.
* Ensure that families know how to access the service, and that partners understand what Norwood can offer and when to refer.

#### 7. **Monitoring, Evaluation & Learning**

* Ensure Co-Production is embedded throughout the monitoring and evaluation of the service. Ensuring the individuals voice is at the centre of service design and development.
* Establish KPIs and service outcomes, from initial contact to closure.
* Monitor usage trends, referral outcomes, unmet needs and emerging gaps.
* Produce high-quality evaluation and impact reports for:
	+ Norwood’s Senior Leadership Team and Board
	+ Strategic community partners involved in the OFD delivery model
	+ Project funders and commissioners
* Use insights and data to continuously improve the service and shape strategic planning.

### **GENERAL RESPONSIBILITIES**

1. Adhere to Norwood’s safeguarding and risk management policies at all times.
2. Promote and maintain a culture of collaboration, transparency and kindness, contributing to a safe and respectful workplace.
3. Attend regular supervision and training; participate in team development.
4. Work flexibly, including some evening/weekend duties where required.
5. Maintain confidentiality and data security at all times.

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### **PERSON SPECIFICATION**

#### **OFD Advice Triage Service Lead**

| **Criteria** | **Essential** | **Desirable** |
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| **Education / Qualifications** | • Relevant degree in Social Work, Health, Education, or Management• **And/or** Leadership or project management qualification | • Safeguarding training• CRM/database management training |
| **Experience / Knowledge** | • Minimum 3 years’ experience in social care, education, advice **and/or** related sectors with service helplines or call-centre’s• Proven ability to lead service development and multi-disciplinary teams• Excellent knowledge of local authority and voluntary sector referral systems• Understanding of neurodiversity and social determinants of health and wellbeing• Strong safeguarding knowledge | • Knowledge of the Jewish voluntary sector landscape• Experience working with neurodivergent individuals or families• Experience of establishing a helpline/ call-centre in social care• Experience building directories or digital access tools |
| **Skills & Abilities** | • Outstanding communication, diplomacy and collaboration skills• Proven ability to build effective partnerships• Ability to lead and inspire teams• Organised, able to juggle competing priorities and work at pace• Digital fluency and confidence with CRM tools | • Ability to facilitate stakeholder workshops• Lived experience as a carer or user |
| **Personal Qualities** | • Passion for improving access to care and advice• Empathy and cultural sensitivity• Strategic thinker with a practical mindset• Flexible, committed and team-oriented | • Commitment to Norwood’s values and vision |