

Temporary Ways of Working Overview - Autumn 2021

Daily Triage Manager

Each day, a member of the management team will be allocated as the 'triage manager' for the day. It will be their responsibility to:

- Lead a brief daily triage huddle to discuss complicated cases and allocate work
- Review and respond to queries and call-back requests in the 'Calls/Advice/Other' email inbox
- Review and risk assess new concerns that have been received and highlight priority cases
- Triage cases with practitioners
- Be the point of contact for all team queries, including administrators

Assistant Team Manager Roles

Practitioners will continue to work from the bottom of the inbox, taking the oldest cases unless directed to high-risk priorities. The ATMs will work from the top of the inbox identifying inappropriate referrals and cases that can be quickly resolved. The rationale for this is:

- There has been a significant increase in inappropriate referrals and this will allow education to be provided in a timely manner at point of receipt
- This will allow practitioners to focus on cases that require more in-depth work
- This will reduce team anxiety around the high number of unread referrals in the inbox

Although ATMs will generally use the triage case note template when triaging cases, some template case notes will be used instead for specific instances where a referral should not have been made to MASH e.g. when the referrer is actually requesting a Care Act Assessment/ mental health support/ housing support.

The team manager will review workload for other parts of the ATM role (e.g. SAMA) and assign as appropriate.

Team Manager

The team manager will:

- Take part in the triage manager rota
- Continue to escalate the status of the team with the Head of Service and Deputy Director
- Continually review the workflow with the ATMs and amend/adjust as required

Senior Administrator and Performance Lead

Will support by:

- Providing regular caseload updates to all practitioners

- Highlighting any outstanding work with management team and practitioners

This workplan is temporary with an initial review date of January 2022. However, as the situation develops, this plan will be under constant review and will be adjusted as required.