

JOB DESCRIPTION

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| JOB TITLE: | Careline Response Officer |
| DIRECTORATE: | Digital, HR and Customer Services |
| JOB EVALUATION NUMBER: | A12724 - updated |
| BAND: | 6 |
| RESPONSIBLE TO: | Team Leader - Careline |
| RESPONSIBLE FOR: | Not applicable |
| MAIN PURPOSE OF POST: | <p>To provide an immediate and effective response service to all users connected to the Careline alarm system.</p> <p>To provide an emergency falls response to vulnerable customers.</p> <p>To answer and respond to calls received as part of the Council's emergency out of hours provision</p> <p>To provide administration and marketing support.</p> |

DUTIES AND RESPONSIBILITIES:

Duties and responsibilities must be undertaken to comply with Council policies/procedures.

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| 1. | Answer calls received via the Careline alarms system and telephone system, assess the situation, and initiate appropriate action. |
| 2. | Attend to calls for assistance from service users. Give emergency help and general assistance in the case of accident or illness until local services or next of kin are able to assume responsibility. |
| 3. | Summon medical or other services where required. |
| 4. | Complete documentation in relation to the falls protocol and update the GP surgery or other agencies within 24 hours of the response. |
| 5. | Maintain accurate computer based and manual records, ensuring the accuracy of those records and ensuring security of the data held. |
| 6. | Update the service user record following calls for assistance and scan and attach call reports. |
| 7. | Contact service users to check on their welfare |
| 8. | Notify the management team (Careline Manager, Compliance Officer and Business Development Officer) of deaths, unforeseen absences of service users and cases where |

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| | it is felt that a service user is no longer capable of looking after themselves without further support. |
| 9. | Report and monitor faults and issues relating to the careline alarm system to the alarm service engineers. |
| 10. | Maintain the disaster recovery careline office as required. |
| 11. | Handle and manage dispersed alarm equipment, including sensors and associated equipment, including stock control, labelling, (de)programming, cleaning, identification and management of maintenance issues. |
| 12. | Prepare alarm equipment for installation. |
| 13. | Support the business development officer to arrange demonstrations of alarm equipment to potential service users. |
| 14. | Support the business development officer to install equipment for new service users and collect equipment where the service is no longer required or is to be upgraded. |
| 15. | Monitor sheltered schemes and report any maintenance issues or faults. |
| 16. | Answer calls received via the Council's emergency out of hours service and respond in line with agreed procedures, and where necessary request a trade or environmental services operative to respond. |
| 17. | Monitor lone working arrangements and respond accordingly. |
| 18. | Ensure compliance with service standards and accreditation processes. |
| 19. | Carry out administrative tasks and marketing tasks as requested by the management team. |
| 20. | Comply with mandatory training and undertake regular familiarisation of procedures, including health and safety compliance. |

GENERAL – To be aware of and implement the following:

Equalities

The council's Equality and Diversity Policy which sets out the council's commitment to advancing equality and social inclusion while celebrating the diversity within our communities.

Code of Conduct

All employees of Chesterfield Borough Council must comply with the Employees' Code of Conduct.

Health and safety

To comply with the Health and Safety at Work etc. Act (1974) and carry out all duties in accordance with the Council's Health and Safety policy.

Staff Development

The Council's Performance & Development Review is an integral part of Chesterfield Borough Council's performance management framework as well as a key employee development procedure. You will be required to undertake any training required for the job role.

Data Protection

All employees must adhere to the requirements of the General Data Protection Regulations (GDPR) and the Data Protection Act 2018 in respect of confidentiality and disclosure of data.

Safeguarding Children and Vulnerable Adults

The council has both a moral and legal obligation to ensure a duty of care for children and vulnerable adults across its services. We are committed to ensuring that all children and vulnerable adults are protected and kept safe from harm, and we have a responsibility to safeguard and promote well-being.

Climate Change

The council's commitment to becoming a carbon neutral organisation by 2030 and to support the wider Borough to become carbon neutral by 2050 in line with the Council's Climate Change Strategy.

Special features of post

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| Political Restriction | NO |
| Vetting Checks e.g Disclosure and Barring Service (DBS) | YES |
| Flexible approach to time of work, with ability to work evenings and weekends as required by the needs of the service. | YES |
| You may be required to carry out those duties at your present workplace or at another council venue. | YES |

Job description

It is the council's intention that this job description is seen as a guide to the main areas and duties for which the job holder is accountable. However, as the work of the council changes the job holder's obligations are also bound to vary and develop, so the job description should be seen as a guide and not as a permanent, definitive, and exhaustive statement. This job description is non-contractual.

PERSON SPECIFICATION

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| JOB TITLE: | Careline Response Officer |
| DIRECTORATE: | Digital, HR and Customer Services |
| JOB EVALUATION NUMBER: | |
| DATE: | May 2024 |

KNOWLEDGE / SKILLS / ABILITIES

Essential

| Essential knowledge, skills, and abilities | Assessment method |
|--|--|
| | Application Form, Presentation, Scenario based Exercise, Interview, Qualification / Certificates |
| Able to answer telephone calls within a high pressure contact centre environment and make decisions and initiate action in a calm and efficient manner. | Application Form / interview |
| Able to demonstrate an understanding of the needs of vulnerable and disabled customers and to deal with service users in a sympathetic but professional manner, remaining calm at all times. | Application Form / interview |
| Able to respond in an emergency situation to help and provide general assistance to vulnerable customers in the case of accident or illness | Application Form / interview |
| Able to use ICT systems to retrieve and record information accurately and concisely. | Application Form / interview |

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| Able to write clear and concise incident reports | Application Form / interview |
| Able to treat service users with dignity and respect at all times | Application Form / interview |
| Able to work as part of a team to deliver excellent services. | Application Form / interview |
| Knowledge of first aid | Application Form / interview |
| Knowledge of the use of falls recovery technology | Application Form / interview |
| Able to promote the service to prospective customers and other audiences | Application Form / interview |

Desirable

| Desirable knowledge, skills, and abilities | Assessment method |
|--|------------------------------|
| Knowledge of the telecare industry | Application Form / interview |
| Knowledge of the services available to older people, the disabled and other vulnerable groups. | Application Form / interview |
| Able to demonstrate services to prospective customers and other audiences | Application Form / interview |
| Knowledge of confidentiality, sensitivity and security of client data in accordance with GDPR | Application Form / interview |

EXPERIENCE

Essential

| Essential experience | Assessment method |
|--|------------------------------|
| Experience of dealing with customers in a high pressure or social care environment | Application Form / interview |

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| Experience of using ICT equipment | Application Form / interview |
| Experience of data input and / or administration | Application Form / interview |

Desirable

| Essential experience | Assessment method |
|---|------------------------------|
| Experience of working in a telecare or contact centre environment | Application Form / interview |
| Experience of using the Jontek Call handling system | Application Form / interview |
| Experience of the Northgate Housing system | Application Form / interview |

QUALIFICATIONS

Essential

| Essential qualifications | Assessment method |
|--|--------------------------|
| GCSE or equivalent standard | certificates |
| Hold a clean, valid manual driving license | license |
| To hold or be willing to obtain a recognised first aid certificate | certificates |

OTHER REQUIREMENTS

Essential

| Essential qualifications | Assessment method |
|--|-----------------------------|
| To display the council's values and behaviours when carrying out the job role | Application Form, Interview |
| To perform the job role in accordance with the specified level of the council's Competency Framework | Application Form, Interview |

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| Commitment to self-development, service improvement and organisational effectiveness | Application Form, Interview |
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COMPETENCY REQUIREMENT

Seeing the big picture

Level: 1

Assessed at: Interview

Seeing the big picture is about having an in-depth understanding and knowledge of how your role fits with and supports the council plan and the wider public needs and the national interest. For all staff, it is about focusing your contribution on the activities which will meet the council goals and deliver the greatest value.

For leaders, it is about scanning the political context and taking account of wider impacts to develop long term implementation strategies that maximise opportunities to add value to the customer and support economic, sustainable growth.

Changing and improving

Level: 1

Assessed at: Interview

People who are effective in this area take initiative, are innovative and seek out opportunities to create effective change. For all staff, it's about learning from what has worked as well as what has not, being open to change and improvement, and working in 'smarter', more focused ways.

For leaders, this is about creating and encouraging a culture of innovation and allowing people to consider and take informed decisions. Doing this well means continuously seeking out ways to improve policy implementation and build a leaner, more flexible and responsive council. It also means making use of alternative delivery models including digital and partnership approaches wherever possible.

Making effective decisions

Level: 1

Assessed at: Interview

Effectiveness in this area is about using sound judgement, evidence and knowledge to arrive at accurate, expert and professional decisions and advice. For all staff it's being careful and thoughtful about the use and protection of council and public information to ensure it is handled securely and with care.

For leaders it's about reaching evidence-based strategies, evaluating options, impacts, risks and solutions and creating a security culture around the handling information. They will aim to maximise return while minimising risk and balancing a range of considerations to provide sustainable outcomes.

Leading and communicating

Level: 1

Assessed at: Interview

At all levels, effectiveness in this area is about showing our pride and passion for public service, communicating purpose and direction with clarity, integrity, and enthusiasm.

It's about championing difference and external experience and supporting principles of fairness of opportunity for all.

For leaders, it is about being visible, establishing a strong direction and persuasive future vision, managing and engaging with people in a straightforward, truthful, and candid way.

Collaborating and partnering

Level: 1

Assessed at: Interview

People skilled in this area are team players. At all levels, it requires working collaboratively, sharing information appropriately and building supportive, trusting, and professional relationships with colleagues and a wide range of people within and outside the council, whilst having the confidence to challenge assumptions.

For leaders, it's about being approachable, delivering business objectives through creating an inclusive environment, welcoming challenge however uncomfortable.

Developing self and others

Level: 1

Assessed at: Interview

Effectiveness in this area is having a strong focus on continuous learning for oneself, others, and the organisation. For all staff, it's being open to learning, about keeping one's own knowledge and skill set current and evolving.

For leaders, it's about investing in the capabilities of our people, to be effective now and in the future as well as giving clear, honest feedback and supporting teams to succeed. It's also about creating a learning and knowledge culture across the organisation to inform future plans and transformational change.

Delivering value for money

Level: 1

Assessed at: Interview

Delivering value for money involves the efficient, effective and economic use of taxpayers' money in the delivery of public services. For all staff, it means seeking out and implementing solutions which achieve the best mix of quality, and effectiveness for the least outlay. People who do this well base their decisions on evidenced information and follow agreed processes and policies, challenging these appropriately where they appear to prevent good value for money.

For leaders it's about embedding a culture of value for money within their area/function. They work collaboratively across boundaries to ensure that the council maximises its strategic outcomes within the resources available.

Managing a quality service

Level: 1

Assessed at: Interview

Effectiveness in this area is about valuing and modelling professional excellence and expertise to deliver service objectives, taking account of diverse customer needs and requirements. People who are effective plan, organise and manage their time and activities to deliver a high quality, secure, reliable and efficient service, applying programme, project and risk management approaches to support service delivery.

For leaders, it is about creating an environment to deliver operational excellence and creating the most appropriate and cost-effective delivery models for public services

Delivering at pace

Level: 1

Assessed at: Interview

Effectiveness in this area means focusing on delivering timely performance with energy and taking responsibility and accountability for quality outcomes. For all staff, it's about working to agreed goals and activities and dealing with challenges in a responsive and constructive way.

For leaders, it is about building a performance culture where staff are given space, authority and support to deliver outcomes. It's also about keeping a firm focus on priorities and addressing performance issues resolutely, fairly and promptly.