

JOB DESCRIPTION

JOB TITLE:	Careline & Response Officer	JE NUMBER: A13360
DIRECTORATE:	Housing	BAND: 6
RESPONSIBLE TO:	Senior Housing Officer - Careline	
RESPONSIBLE FOR:	N/A	
MAIN PURPOSE OF POST:	<p>1.To provide an immediate and effective response service to all service users connected to the Careline Alarm System, ensuring that all calls are responded to immediately and that appropriate action, advice, and assistance is given or obtained as quickly as possible, and that all relevant persons are kept informed as appropriate.</p> <p>2.To receive calls in relation to the provision of the Council's emergency out of hours services.</p> <p>3.To respond to calls for assistance from service users of the Careline Alarm System and throughout the Service Area.</p>	

DUTIES AND RESPONSIBILITIES:

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

1.	<p>Careline Alarm Service</p> <ul style="list-style-type: none"> a. To receive calls via the Careline Alarm System and telephone systems, covering both Chesterfield and other geographical areas that we are contracted too, both of a routine and potentially emergency nature, assess the situation and initiate action as appropriate, for example contacting emergency services, relatives/known contacts, or arranging for a service response. b. To response to service users, who require assistance or are no response. Using lifting equipment where necessary. c. To maintain accurate computer based and manual records of Careline Alarm users, ensuring the accuracy of those records (including contact information, personal information relating to health and well-being, and support plans/risk assessments), and ensure the security of data held. d. To deal with private data, covering personal and financial information. e. To update service user record following all calls for assistance, and scan/attach call report to their record. f. Where required, to contact service users to check on their welfare, either telephone or face to face. g. To notify the Management Team of deaths, unforeseen absences of service users and the circumstances of such absences, and of cases where it is felt that a service user is no longer capable of looking after themselves without further support.
2.	<p>Council's Emergency Out of Hours Services</p> <ul style="list-style-type: none"> a. To receive calls in relation to the provision of the Council's emergency out of hours services, including monitoring of lone working arrangements, and acting as first point of contact in respect of out of hours calls for all council service areas covering Homelessness/Housing/Health/Leisure/Community, and to deal with them in accordance with agreed procedures; b. To deal with out of hours Main gate issues.

	<ul style="list-style-type: none"> c. To assess, using guidance and procedures, whether a reported maintenance issue constitutes an 'emergency', and where necessary to request a trade operative to respond. d. A record of all cases and actions to be maintained with OSD Technical Officers as appropriate. e. To monitor lone workers via the Lone Worker Monitoring System, and to respond accordingly, including Townhall e.g CCTV. f. Responsible for residents keys and working with emergency joiner to ensure access as and when required.
3.	<p>Responding to an Emergency Situation</p> <ul style="list-style-type: none"> a. To attend to calls for assistance from service users and where appropriate to summon medical or such other services as may be required, give emergency help, including basic first aid and general assistance in the case of accident or illness until the local services and/or relatives assume responsibility, and inform the next of kin/contacts. b. To complete a record of all calls attended, actions taken and the names/details of any person involved in offering assistance, and liaise with Statutory Orgs, Support Officers, Adult Social Care, Health, and or other agency as appropriate. c. Where attending a fall, to complete documentation and capture data in relation to falls protocol and ensuring relevant information is passed to agreed organisations e.g to the GP surgery within 24 hours of the response.
4.	<p>Careline Alarms</p> <ul style="list-style-type: none"> a. To report and monitor faults and issues relating to the Careline Alarm System (including the Careline Office, scheme alarms, and dispersed alarms) to the alarm service engineers and SPOC for sheltered schemes. b. As required, to test the satisfactory functioning of telephone lines from the Careline Office to schemes and individual alarms. c. Ensuring Careline/AT/Door fobs/ hardware are all in place correctly and available d. Maintain the disaster recovery Careline Office on frequently required basis, Conducting standing checks of the DR lines and ensuring fit for purpose. e. To handle and manage dispersed Alarm equipment, including sensors and associated equipment (including stock control, labelling, (de)programming, cleaning, identification and management of maintenance issues). f. To prepare and programme and set up Alarm equipment (including Telecare packages, Derbyshire County Council packages) for installation as required, including a service user installation pack. g. To arrange for demonstrations of Alarm equipment to potential service users, where necessary complete a needs/risk assessment and take action as appropriate to assist with the installation of Alarm and associated equipment, install the agreed package, and update service user records/attach documents following an installation. h. To arrange for the collection of Alarm equipment where the service is no longer required, and for equipment to be checked/changed due to a reported fault/issue and input into the replacement programme. i. To arrange contact and regular testing of all Careline Alarm service users on an annual basis to test/check equipment, ensure that personal information is up to date, and review the risk assessment, updating records as required.
5.	<p>Sheltered Schemes</p> <ul style="list-style-type: none"> a. To monitor sheltered schemes, report/monitor any faults or issues as appropriate. Ensuring Careline/AT/Door fobs/ hardware are all in place correctly and available

	<p>b. Report, and monitor any internal or external maintenance issues at sheltered schemes.</p> <p>c. Report to contractors to ensure maintenance work is booked and carried out according to contractual obligations and response times, and ensure the Housing Officer Tenancy Sustainment and informed with info including appointments and access.</p> <p>To respond to reported issues or management requests at sheltered schemes, to attend fire alarm activation, meeting fire service and providing fire plans for residents covering out of hours.</p>
6.	<p>General</p> <p>a. To attend team meetings and as a when required of which 2 meeting each year are mandatory.</p> <p>b. To attend training outside of shift times if required</p> <p>c. To undertake effective communication with all levels of staff, service users, and partners to ensure effective and efficient service delivery.</p> <p>d. To ensure compliance with service standards, accreditation processes and requirements for recognised associated bodies.</p> <p>e. To support the Management Team in the development and review of existing practices and procedures, as required.</p> <p>f. To carry out administrative tasks, maintain computer/manual records, and provide information/performance reports as required by management.</p> <p>g. To be aware of Fire Procedures, and Health and Safety/COSHH Regulations at the Careline Office, sheltered schemes, and the Careline Disaster Recovery Office.</p> <p>h. To undertake on-going training and familiarisation of procedures as appropriate to the role/services.</p>

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 & 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.

SPECIAL FEATURES OF POST:				
Political Restriction	YES		NO	X
Vetting Checks e.g Disclosure and Barring Service (DBS)	YES	X	NO	
Flexible approach to time of work, with ability to work evenings and weekends as required by the needs of the service.	YES	X	NO	
You may be required to carry out those duties at your present workplace or at another council venue.	YES	X	NO	
This post is subject to a current driving licence (the postholder needs to be able to respond flexibly and immediately to calls for assistance, which may prove to be emergencies. This may be to any part of our operational area, and the use of taxis, etc is therefore considered inappropriate).	YES	X	NO	

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 that 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

JOB TITLE:	Careline & Response Officer	JE NUMBER:	A13360
DIRECTORATE:	Housing	DATE:	2023

KNOWLEDGE / SKILLS / ABILITIES		Assessment Method
Essential		
•	Ability to answer telephone calls within a high-pressure contact centre environment and make decisions and initiate action in a calm, efficient manner	Application Form / Interview
•	To have experience in and demonstrate an understanding of the needs of vulnerable and disabled customers and to deal with clients in a sympathetic but professional manner remaining calm at all times	Application Form / Interview
•	Ability to respond in an emergency situation to help and general assistance to vulnerable customer in the case of accident or illness until the local services and/or relatives assume responsibility, and inform the next of kin/contacts.	Application Form / Interview
•	Ability to use IT systems to retrieve, manipulate, and record information accurately and concisely	Application Form/ Interview
•	Ability to treat customers with dignity and respect at all times	Application Form / Interview
•	Ability to work independently and on own initiative with minimum supervision yet to be a supportive team member and be able to work a rota system covering shifts 24 hours a day 365/366 days per annum	Application Form / Interview
Desirable		
•	Knowledge of the Telecare industry	Application Form / Interview
•	Knowledge of services available to older people, the disabled and other vulnerable groups	Application Form / Interview
•	Ability to promote a service to prospective customers and other audiences. Ability to demonstrate use of Telecare equipment to customers	Application Form / Interview
•	Knowledge of confidentiality, sensitivity and security of client data in accordance with Data Protection legislation	Application Form /

		Interview
EXPERIENCE		
Essential		
•	To have an understanding, or demonstrate a willingness to develop skills relating to care alarm units, Telecare systems call alarm systems and computer equipment	Application form/ Interview
•	Experience of working in a call centre environment and an understanding of the role of a control centre.	Application form/ Interview
•	Experience of dealing with customers and/or external agencies over the telephone in a high-pressure environment	Application form/ Interview
•	Demonstrable experience of working with the public in a customer focused environment.	Application form/ Interview
Desirable		
•	Demonstrable experience of working in a telecare and/or contact centre	Application form/ Interview
•	Experience of Jontek Call handling system	Application form/ Interview
QUALIFICATIONS		
Essential		
•	Educated to GCSE/equivalent and or equivalent experience or equivalent standard.	Application form/ Interview
•	Hold a valid UK driving licence	Application form/ Interview
Desirable		
•	To hold, or be willing to obtain a recognised first aid certificate	Certificate
OTHER REQUIREMENTS		
Essential		

•	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
•	Commitment to self-development, service improvement and organisational effectiveness	Application Form, Interview

COMPETENCY REQUIREMENT:

Seeing the Big Picture	<p>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.</p> <p>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.</p>	Interview
Level: 1		
Changing and Improving	<p>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.</p> <p>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.</p>	Interview
Level: 1		
Making Effective Decisions	<p>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.</p> <p>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</p>	Interview
Level: 1		

	minimising risk and balancing a range of considerations to provide sustainable outcomes.	
Leading & Communicating	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.	Interview
Level: 1	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	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.	Interview
Level: 1	For senior leaders, it's about being approachable, delivering business objectives through creating an inclusive environment, welcoming challenge however uncomfortable	
Developing self and others	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.	Interview
Level: 1	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	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.	Interview
Level: 1	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	Effectiveness in this area is about valuing and modelling	Interview

Quality Service	<p>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.</p> <p>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</p>	
Level: 1		Interview
Delivering at Pace	<p>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</p>	
Level: 1		