

Job Description

Job Details & Role Purpose

Role Title:	Casual Communications Centre & Visiting & Response Officer
Service Area:	Health & Adult Social Services
Function:	Lifeline & Visiting response
Team:	Lifeline and Telecare
Grade:	LBR5
Role purpose:	<p>To be responsible for the day-to-day service delivery of the Lifeline and Telecare service to vulnerable clients. The service operates 24 hours a day 365 days a year, staff currently work 8 hour shifts on rota but this pattern is subject to change. This requires responding to Community Alarm calls and Out of Hours service requests to the Council Lifeline call centre, as well as the response, installation and programming of Lifelines and Telecare equipment.</p> <p>The role consists of working early, late and night shifts, including working weekends and bank holidays, as part of a shift rota.</p>
Reports to:	Team Manager, Senior officers
Responsible for:	To be responsible for providing a monitoring and response service to calls received on the Call Handling System from clients based within and outside Redbridge. This will require working unsupervised outside normal office hours, including weekends and bank holidays, using own knowledge, skill and judgement.
Key internal contacts:	Adult Social Services, Out of Hours Social Worker Team, Emergency Planning Team, Licensing Team, CCTV Team, ICT , district nurses, OOH Homeless
Key external contacts:	NHS, 3rd Sectors agencies, Organisations, Jontek Ltd.
Principle work location:	Mainly office based with occasional travelling to DRS sites other sites across and outside of the borough for meetings, as well as driving in the community when attending routine and emergency incidents. It will therefore be necessary to hold a full driving licence and pass the council driving assessment.
Financial dimensions:	<ul style="list-style-type: none"> No budgetary responsibility
Post number:	

Key Accountability & Result Areas

Heading	Accountability Statement
Service Development	<ul style="list-style-type: none"> No service development responsibility

Operational Delivery	<ul style="list-style-type: none"> • To be responsible for receiving and co-ordinating the response to Out of Hours service requests. • To attend, when necessary, to customers' homes and Sheltered Housing Units throughout the Borough when the Resident/Mobile Warden is off duty or unavailable. • Rendering first aid and using a Defibrillator when necessary to preserve life. • Liaising with 999 services both in the Lifeline line control centre and on scene in customer's homes. • To ensure appropriate steps are taken to protect data integrity to comply with IT security policy and the data Protection Act. • To ensure that the Council's statutory obligations are met in accordance with Council policy and ensure that the aims and objectives of the Team are met by the effective and efficient implementation of agreed policies and strategies in accordance with the Service Plan. • To assess clients' needs and urgency of situation and to respond appropriately to all calls. • To accurately input and update all client details and emergency information on computer database and to maintain document records • To clean, programme and test alarm equipment and ensure it is in good working order for future clients • To periodically test and operate disaster recovery systems. • To maintain Health and Safety and welfare within the work environment to ensure the safety to staff, customers and others. • To evaluate all calls as first point of contact, follow procedures and taking appropriate action on all calls answered. • To respond to Out of Hours service requests and to co-ordinate the response in line with written procedures and guidelines, including arranging the attendance by emergency contractors. • To manage and co-ordinate emergency response to Sheltered Housing Units when the Warden is off duty, including maintaining contact with and giving advice and support to Resident/Mobile Wardens and attending where appropriate with the emergency services or contractors. • In the event of a major incident to activate the Redbridge Major Incident Plan by contacting the appropriate managers, staff, agencies and contractors and providing initial call-out.
Project management	<ul style="list-style-type: none"> • No project management responsibility
Communications & Relationships	<ul style="list-style-type: none"> • To actively promote the service by designing promotional material and providing demonstrations or presentations at internal events and public meetings. • To ensure the delivery of flexible customer focused services in accordance with performance targets. • To comply with quality procedures. • To provide response in unusual emergency situations, not covered by procedures.
Financial management	<ul style="list-style-type: none"> • No financial responsibility
Flexibility	<ul style="list-style-type: none"> • The above-mentioned duties are neither exclusive nor exhaustive. From time to time you may be required to undertake responsibilities outside the normal remit of your Job Description as required by the line manager, and are broadly within your grading level and competence.

Policy	<ul style="list-style-type: none"> To ensure appropriate steps are taken to protect data integrity to comply with IT security policy and the data Protection Act. To ensure that the Council's statutory obligations are met in accordance with Council policy and ensure that the aims and objectives of the Team are met by the effective and efficient implementation of agreed policies and strategies in accordance with the Service Plan. To ensure that systems for health and safety and welfare are maintained within the work environment to ensure the safety of staff, customers and others. This will include the carrying out appropriate of risk assessments and safety audits.
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Person Specification

Role Title:	Casual Communication Centre Officer
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Knowledge & Experience		Method of candidate assessment: Application Form (AF), Test (T), Interview (I) Weighting: 3 = most important, 1 = least important		Method	Weight
Mandatory Qualifications	(List any mandatory qualification required by statute, or state "No Mandatory Qualification Required")				
Educational Ability					
	At least 2-years' experience of working in a customer focussed, multi-service contact centre, dealing with telephone and personal callers in a diverse community			I	2
	IT literate and experienced in use of computer software.			I	2
	Holds a Full Driving Licence for manual vehicles			I	3
	Able to pass the Council's Driving Assessment			T	3
	Able to pass the First Aid Course			T	3
	Complete Defibrillator Training			T	3

Skills and Ability		Method of candidate assessment: Application Form (AF), Test (T), Interview (I) Weighting: 3 = most important, 1 = least important		Method	Weight
	Ability to communicate clearly and effectively with service users, staff and management.			I	3
	Ability to achieve targets and work under pressure.			I	3

Competencies		Method of candidate assessment: Application Form (AF), Test (T), Interview (I) Weighting: 3 = most important, 1 = least important		Method	Weight
	Manages time and prioritises work in an effective and productive way. Produces comprehensive work plans and takes corrective action.			I	3
	Strong interpersonal and effective communication skills with the ability to anticipate and adapt written and oral communications and communication styles to meet the demands and likely reactions of various audiences			I	3
	Ability to use initiative to deliver to agreed standards – thinking 'outside the box'			I	3

Role Circumstances & Special Conditions			
	A flexible attitude to work to meet specific deadlines, constantly changing circumstances and conflicting priorities.	I	3