**Regeneration & Economic Development**

**Transport and Contract Services**

**1. POST TITLE:** TelecareControl Operator

**2. POST NUMBER:** TCS/SH/8.148

**3. GRADE:** Grade 5

Job Evaluation Ref No: N8594

**4. LOCATION:** You will be based at Chilton Care Connect building however you may be required to work at any council workplace within County Durham

**5. RELEVANT TO THIS POST:**

**CAR USER STATUS:**  The service will endeavour to provide fleet vehicles, however if they are not available you will be eligible to claim the appropriate car mileage rate.

**DBS:** The post holder will be subject to a DBS (Disclosure and Barring Service) enhanced check as the post includes working with vulnerable customers.

**TRAINING:** You will be required to successfully to complete a First Aid Training, Driver Training, Security Industry Licensing (SIA for CCTV Monitoring) and Safeguarding training which will be provided by the Authority.

**HOURS:** 32.17 hours a week, including weekends and bank holidays.

**FLEXIBLE WORKING:** The Council’s flexible working policy is not applicable to this post. Staff must be flexible to work unsociable and additional hours to meet the needs of the service.

**6. ORGANISATIONAL RELATIONSHIPS:**

The post holder will be report to: Telecare Control Coordinator

**7. DESCRIPTION OF ROLE:**

To assist in the provision of an equitable Countywide Care Connect service.

To assist in the Control Centre in the monitoring of the Community Alarms, CCTV and other related functions.

This post is to be flexible providing support and various duties within the Care Connect service.

To, maintain and promote independent living to the customer. Carrying out an assessment of the incident and contacting emergency services, GPs and next of kin.

To have an in depth knowledge of all Telecare/Telehealth equipment including installation and monitoring.

**8. DUTIES AND RESPONSIBILITIES *SPECIFIC* TO THIS POST:**

* 1. To assist in the provision of a monitoring and dispatching service in accordance with predefined guidelines, policies and procedures to non urgent and emergency calls from customers, administering immediate assistance where appropriate and requesting the assistance of the emergency services, agencies, families, carers, etc. when required.
  2. To assist in the provision of the Care Connect, out of hours service by handling calls appropriately which cover the whole range of the authority’s services including CCTV. In accordance with the authorities Code Of Practice and legislation.
  3. To ensure that all databases/management systems are utilised correctly within the Data

Protection Legislation and all relevant information is communicated effectively.

**8.4** To recognise and respect the independence and dignity of the Care Connect customers.

**8.5** To provide guidance and advice to vulnerable customers on payment for the service to

establish if assistance with support charges can be met through eligible benefits.

**8.6** To work in partnership with multi agencies including Social Care and Health, National

Health Service (NHS), Carers, GPs, Emergency Services, Registered Social

Landlords etc.

**8.7** To have a full understanding of vulnerable groups to identify support needs for customers

with various needs including learning, physical and sensory disabilities as well as

dementia, mental health or other health problems

**8.8** To identify and report any ‘safeguarding’ cases through the appropriate channels according to Durham County Council’s Safeguarding policy

**8.9** Have detailed knowledge of other services available in order to sign post the customer to

appropriate agencies.

**8.10** To have an in depth knowledge of all Telecare/Telehealth equipment.

* 1. To report any equipment faults to all relevant parties
  2. To contribute to marketing events and publicity information as required, including the

production of regular case studies for publication.

* 1. To ensure compliance with Telecare Services Associated (TSA) Code of Practice,

Security Industry Association, (SIA) operating procedures and all Performance Indicators

(PIs) for monitoring and response services.

**8.14** To provide evidence and attend court as instructed, on CCTV cases as and when

required.

**8.15** To carryout vehicle checks when necessary, recording and reporting of any defects

following DCC procedures

**8.16** To undertake and participate in all induction training relevant to job role and any further

training identified as essential to maintain competency.

**8.17** Any other reasonable duties commensurate with grade.

**9. COMMON DUTIES AND RESPONSIBILITIES:**

1. **Quality Assurance**

To set, monitor and evaluate standards at individual, team performance and service quality so that the user and the service’s requirements are met and that the highest standards are maintained.

To establish and monitor appropriate procedures to ensure that quality data are reported and used in decision making processes, and to demonstrate through behavior and actions commitment to data security and confidentiality as appropriate.

Ensure that all databases/management reporting systems are utilised correctly.

1. **Communication**

To liaise and communicate closely with management and work colleagues on all issues that may affect the customers and the service. To communicate effectively with the customers in order that the best possible service can be offered/provided and the Service achieves its aims and objectives.

To liaise, communicate and establish good working relations with partner organisations.

1. **Health & Safety**

To read, understand and comply with all Council and Service Health & Safety policies/procedures including risk assessments, lone worker procedures etc.

1. **Appraisals**

All staff will receive appraisals and individuals are responsible for following the Council’s guidance on the process.

1. **Equality and Diversity**

As an organisation we are committed to promoting a just society that gives everyone an equal chance to learn, work and live free from discrimination and prejudice. To ensure our commitment is put into practice policies have been developed, which will seek to remove any barriers to equality of opportunity and to eliminate unfair and unlawful discrimination.

1. **Confidentiality**

All members of staff are required to undertake that they will not divulge to anyone personal and/or confidential information to which they may have access during the course of their work. All members of staff must be aware that they have explicit responsibility for the confidentiality and security of information received and imported in the course of work and using Council information assets. The Council has a Personal Information Security Policy in place

**9.7 Induction**

New staff members will undertake an Induction Programme designed to help them become effective, efficient, and competent in their role

**Durham County Council**

**Regeneration and Economic Development**

**Person Specification – Telecare Control Operator – Grade 5**

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|  | **Essential** | **Desirable** | **Method of Assessment** |
| Qualification | * Good academic foundation * 4 G.C.S.E grade ‘C’ or equivalent * First Aid certificate (On commencement of employment it is essential that you undertake this training. Completion of the course with the qualification is essential to carry out the role) * SIA License(On commencement of employment it is essential that you undertake this training. Completion of the course with the qualification is essential to carry out the role) * Safeguarding (On commencement of employment it is essential that you undertake this training. Completion of the course with the qualification is essential to carry out the role) | * NVQ 2 Customer Care * Current First Aid certificate * SIA License * Social Care or Health Qualification | * Application form * Selection process * Pre-employment checks |
| Experience | * Customer Care background | * Experience of working with vulnerable groups in a supporting capacity * Working in a social care or health background * Ability to work on own initiative or as part of a team | * Application form * Selection process * Pre-employment checks |
| Skills/Knowledge | * Knowledge and experience of Information Technology (I.T.) * Admin/clerical skills including ability to gather and record accurate data * Excellent interpersonal/observation skills * Excellent communication skills including ability to take control in an emergency situation * Social and interaction skills * Ability to analyse & solve problems * Knowledge/understanding of problems faced by vulnerable groups * Ability to deal with and handle confidential information and sensitive issues | * Knowledge of social alarms, CCTV and Telecare/ Telehealth * European Computer Driving Licence (ECDL) * Working knowledge of meeting accreditation standards * Knowledge of local area * Knowledge and understanding of Performance Indicators (PIs) | * Application form * Selection process * Pre-employment checks |
| Personal Qualities | * Patient, sympathetic and caring nature * Respect the independence, dignity and confidentiality of the customers * Flexibility with regard to hours of work * Must be willing to continuously develop and attend all planned training * Positive and decisive thinking essential as will be responding to emergency situations/incidents * Ability to work on own initiative or as part of a team * Ability to adapt to constant changes in business needs * Must be flexible to work at all Care Connect sites within County Durham |  | * Application form * Selection process * Pre-employment checks |