

APPLICATION FOR EMPLOYMENT

Thank you for the interest you have shown in the vacancies within Stockton on Tees Borough Council.

Completed forms can be e-mailed to recruitment@xentrall.org.uk or posted to **Xentrall Recruitment Services, PO Box 891, Stockton on Tees, TS19 1JT**, marking the envelope in the top left hand corner with the post reference number.

In accordance with our recruitment procedures, your application will only be considered if it is received on or before the closing date as shown in the advertisement.

In the interests of economy, applications received via the post are not automatically acknowledged. If you require confirmation that your application has been received please enclose a stamped addressed envelope or telephone 01642 526992.

If you have not been contacted within 4 weeks of the closing date for receipt of applications, please assume that on this occasion your application has not been successful.

Care Call Officer**Vacancy ID: 008501**

Salary: £9.6322 per hour

Closing Date: 25/02/2018

Benefits & Grade

Grade E (plus Level 1 unsociability allowance)

Contract Details

Casual

Contract Hours

As and when required

Disclosure

The successful applicant will be subject to an enhanced DBS check

Job Description

We are looking to recruit highly motivated individuals to join our successful team as part of the casual pool.

Care Call operates a Community Alarm Service 24 hours a day, 365 days a year, providing support and peace of mind to thousands of elderly or vulnerable customers and their families, living in and around our communities within Stockton on Tees. The role will require you to work in a large, operational and customer focused environment where we never lose sight of the fact we are here to serve the people of Stockton-on-Tees.

As a Care Call Officer within the casual pool you will provide a vital set of skills and qualities that will contribute in enabling thousands of clients to continue and live an independent life in their own home, free from worry. The successful candidate will be responsible for delivering the front line service elements but at times, be required to assist colleagues in all parts of the operation including but not limited to call taking, support visits, client training and promotion of the service.

We would like to hear from you if you are a confident and motivated individual with a desire and commitment to work in the community, by focusing your efforts and skills to help improve the quality of life for everyone within the Borough.


For detailed information on this role, please refer to the Job Description and Person Specification.

Please ensure you refer to the essential and desirable criteria detailed in the Person Specification when completing your application as they are used to select candidates for interview.

For a further informal discussion, please contact Shaun Taylor, Care Call and Telecare Team Leader, on 01642 527839.

An online application form and further information is available from www.stockton.gov.uk/job-vacancies/. Alternatively you can contact Xentrall Recruitment Services, Tel: (01642) 526992 or email recruitment@xentrall.org.uk

Stockton-on-Tees Borough Council ensures that all customers, both internal and external receive a consistently high quality level of service.

 Stockton-on-Tees BOROUGH COUNCIL		JOB DESCRIPTION	
Directorate: Community Services		Service Area: Care Call and Telecare Services	
JOB TITLE: Care Call Officer			
GRADE: E (plus Unsociable Hour Working Payment)			
REPORTING TO: Senior Care Call Officer			
1.	JOB SUMMARY: To assist in delivering vital support services to our elderly and vulnerable clients in and around Stockton on Tees. The role will require you to work in a large, operational and customer focused environment where we never lose sight of the fact we are here to service the people of Stockton on Tees.		
2.	MAIN RESPONSIBILITIES AND REQUIREMENTS		
	1.	To maintain awareness of clients using to the Care Call scheme with regards to the level of health and dependence.	
	2.	To visits clients, as required, and to assess their current circumstances.	
	3.	To make an operational response to calls for assistance from persons linked into the scheme and make arrangements to request the doctor or other such persons/services that may be required.	
	4.	Carry out routine checks and general maintainance to installed Care Call equipment and report faults where necessary.	
	5.	To provide emergency help/first aid and general assistance in case of accident or illness until help of local services and/or relatives arrives.	
	6.	To maintain appropriate records of each person linked to the Scheme and maintain contact details in order to carry out the duties of the post efficiently.	
	7.	To maintain a log of visits, incidents reported and the action taken.	
	8.	To liaise with the Wardens of all Sheltered House Scheme's visit such Schemes as required, to attend to the needs of the residents and to report any incidents when the Warden returns to duty.	
	9.	To operate the radio controlled and computer equipment installed into the Schemes and report any malfunction.	
	10.	To operate the Carecall phone line when required.	
	11.	To be familiar with and be able to demonstrate equipment provided through the Carecall service.	
	12.	To maintain electronic records and databases for customers receiving the Carecall service ensuring information is input/updated within specified timescales.	
	13.	To deal with routine enquiries regarding the Care Call service.	
	14.	To undertake the completion of forms and records associated with delivering the Carecall service electronically.	
	15.	To be involved in the introduction of new technology and to undertake appropriate training as requested.	
	16.	To undertake all training as requested.	

	17.	To undertake basic “make safe” of residents properties only in emergency situations.
	18.	To liaise with Officers of the Council and other agencies as appropriate.
	19.	To complete vehicle checks on Council vehicles prior to use and ensure their cleanliness is to a high standard.
	20.	To take reasonable care of your own health and safety and co operate with others so far as necessary, to enable compliance with the Authority’s health and safety rules and legislative requirements.
	21.	To assist in the training and development of staff and to undertake such personal training as may be deemed necessary to meet the duties and responsibilities of the post.
	22.	To undertake such other duties and responsibilities commensurate with the grading and nature of the post.

3. GENERAL

Job Evaluation - This job description has been compiled to inform and evaluate the grade of E using the NJC Job Evaluation scheme as adopted by Stockton Council.

Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

Workforce Culture and supporting behaviours and Code of Conduct – The post holder is required to carry out the duties in accordance with Workforce Culture and supporting behaviours, code of conduct, professional standards and promote equality and diversity in the workplace.

Shaping a Brighter Future – The post holder will embrace the Council’s “Shaping a Brighter Future” programme.

Personal Development – As defined by the Council’s Culture Statement, all employees will take responsibility for their own development

Customer Services – The post holder is required to ensure that all customers both internal and external, receive a consistently high quality level of service, commensurate to the standards required by Stockton-on-Tees Borough Council.

Policies and Procedures – The post holder is required to adhere to all Council Policies and Procedures.

Health and Safety – The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.

Safeguarding – All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Stockton Council’s Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.

PERSON SPECIFICATION

Job Title/Grade	Care Call Officer	Grade E
Directorate / Service Area	Community Services	Security Centre
Post Ref:	20261	

	ESSENTIAL	DESIRABLE	MEANS OF ASSESSMENT
Qualifications	<ul style="list-style-type: none"> • Possess or be willing to work towards NVQ Level 2 in care related qualification. • Current driving licence. 	<ul style="list-style-type: none"> • First aid qualification • Manual Handling 	Application form
Experience	<ul style="list-style-type: none"> • Knowledge of working with vulnerable/elderly people. • Knowledge of data protection and safeguarding. 	<ul style="list-style-type: none"> • Have worked within a care/social/health environment. • Have worked in a customer orientated environment. 	Application / Interview
Skills	<ul style="list-style-type: none"> • Good written, oral communication skills. • IT literate. • Ability to organise with minimum supervision • Committed to excellent customer service. 	<ul style="list-style-type: none"> • Ability to programme work and be personally organised. • Ability to deal with varied issues, complaints and requests for service. • Ability to think widely and solve problems logically. • Ability to represent the Service within a range of meetings. • Ability to deal with confidential information. • Numerical ability to interpret statistical data. • Ability to use databases for example PNC. • Ability to undertake a generic role and perform multi-functional duties in a busy and challenging administrative environment. • Ability to use Microsoft Office packages 	
Specific behaviours relevant to the	<ul style="list-style-type: none"> • Demonstrate the Council's Behaviours which underpin the Culture Statement. 	<ul style="list-style-type: none"> • Commitment to continuous personal development 	Application / Interview

post	<ul style="list-style-type: none"> • Demonstrate a commitment to improving the quality of life of residents. • Team working skills and ability to work alone. 		
Other requirements	<ul style="list-style-type: none"> • Flexible working which will include working evenings, bank holidays and weekends. • Enhanced DBS clearance • Ensure a customer centred focus at all times in all situations to deliver excellent outcomes for all stakeholders. 	<ul style="list-style-type: none"> • Ability to communicate across a range of stakeholders. • Committed to lifelong learning of self and others. • Ability to make things happen within their area of responsibility. • To have a flexible attitude personally and encourage in others, across all areas of the workplace. 	Application/ Interview