**1. POST TITLE:**  Telecare Locality Co-ordinator

**2. POST NUMBER:** TCS/SH/8.3-8.5

**3. GRADE:** Grade 6

Job Evaluation Ref. No. N8597

**4. LOCATION:** Your normal place of work will be Spectrum Offices, Seaham. 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 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

**TRAINING:** You will be required to successfully complete all mandatory training.

**FLEXIBLE WORKING:** Subject to service needs the council’s flexible working policy is 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 report to the Telecare Response Supervisor.

**7. DESCRIPTION OF ROLE:**

To assist in the supervision of an equitable Countywide Care Connect Service.

To assist in the supervision of the operation of the Care Connect response service and administration functions within the localities.

This post is to be flexible providing support and variation of duties within the Care Connect Service.

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

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

1. To assist in the supervision of a monitoring, dispatching and response service in accordance with predefined guidelines, policies and procedures to non-urgent and emergency calls from customers.
2. To supervise the delivery and workloads, allocating resource as appropriate to a team of Telecare responders
3. To assist in the management ensuring a full assessment of the customer’s needs also offering a choice of service is maintained
4. To supervise staff on a daily basis
5. Have detailed knowledge of other services available in order to signpost the customer to appropriate agencies
6. To provide guidance and advice to vulnerable customers on payment of the service
7. To ensure customers understand the function of the community alarms and Telecare, organizing a follow up visit within agreed timescales
8. 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
9. To have an in depth knowledge of all Telecare equipment including installation, monitoring and ensure that the service equipment is installed as per user manual.
10. To work in partnership with multi agencies including Social Care, National Health Service(NHS),Home Carers, Doctors, Emergency Services, Registered Social Landlords etc., and where possible conduct a joint assessment to ensure the best outcome for the customer
11. To identify and report any safeguarding cases through the appropriate channels as stated in the Durham County Councils Safeguarding policy
12. To recognize and respect the independence and dignity of customers on the service
13. To ensure that all databases/management systems are utilised correctly within the Data

Protection Legislation and all relevant information is communicated effectively

1. To ensure the collation of feedback is provided on the effectiveness of this equipment for

evaluation purposes

**8.15** To report any equipment faults to all relevant parties and to supervise control, cleaning

and maintenance of all stock held

**8.16** To supervise in the management of the annual maintenance and data checks in

customer’s homes

**8.17** To carry out when necessary vehicle checks, recording and reporting of any defects

 following the DCC policy

**8.18** To contribute to marketing events and publicity information as required, including the

 production of case studies for publication

**8.19** To undertake and participate in all induction training relevant to the job role and any

 further training identified as essential to maintain competency

**8.20** To ensure compliance with the Telecare Service Association (TSA) Code of Practice and all Performance Indicators (PIs) for monitoring and response services.

**8.21** Any other reasonable duties commensurate with grade

**9. COMMON DUTIES AND RESPONSIBILITIES:**

9.1 **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 a firm commitment to data security and confidentiality as appropriate.

9.2 **Communication**

To establish and manage the team communications systems ensuring that the Service’s procedures, policies, strategies and objectives are effectively communicated to all team members.

9.3 **Professional Practice**

 To ensure that professional practice in the team is carried out to the highest standards and developed in line with the Service’s stated objectives of continual improvement in quality of its service to internal and external customers.

9.4 **Health and Safety**

Manage health and safety in their area of responsibility in accordance with the relevant section(s) of the Corporate/Service Health and Safety Policy and to ensure that the Health and Safety policy, organisation arrangements and procedures as they relate to areas, activities and personnel under your control are understood, implemented and monitored.

9.5 **General Management (where applicable)**

To provide vision and leadership to staff within a specialist team, ensuring that effective systems are in place for workload allocation and management, the application of the Authority’s and the Service’s policies and procedures, including those relating to equality, supervision and appraisal and all aspects of their performance, personal development, health and welfare.

9.6 **Financial Management (where applicable)**

To manage a designated budget (as required) ensuring that the Service achieves value for money in all circumstances through the monitoring and control of expenditure and the early identification of any financial irregularity.

9.7 **Appraisal**

 All members of staff will receive appraisals and it is the responsibility of each member of staff to follow guidance on the appraisal process.

9.8 **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 we have an equality policy which includes responsibility for all staff to eliminate unfair and unlawful discrimination, advance equality of opportunity for all and foster good relations.

       These policies apply to all employees of Durham County Council.

9.9 **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.

9.10 **Induction**

The Council has in place an induction programme designed to help new employees to become effective in their roles and to find their way in the organisation.

**Regeneration and Local Services**

**Person Specification – Telecare Locality Co-ordinator (Grade 6)**

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|  | **Essential** | **Desirable** | **Method of Assessment** |
| Qualification | * 4 GCSEs (Graded A-C/9-4) or equivalent and
* Substantial supervisory experience
* 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 3 Customer Care or supervisory qualification
* Current First Aid certificate
* Social Care/Health Qualification
 | * Application form
* Selection process
* Pre-employment checks
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| Experience | * Customer Care background
* Ability to supervise and develop a team of staff
 | * Experience of working with vulnerable groups in a supporting capacity
* Working in a social care/health background
 | * Application form
* Selection process
* Pre-employment checks
 |
| Skills/Knowledge | * Ability to drive/full driving license
* Admin/clerical skills including the ability to gather and record accurate data
* Knowledge and understanding of problems faced by vulnerable groups
* Ability to analyse and problem solve
* Excellent communication skills including ability to take control in an emergency situation
* Knowledge and experience of Information Technology (IT)
* Social and interaction skills
* Ability to deal with and handle confidential information and sensitive issues
* Excellent interpersonal skills
* Negotiation skills with staff/customers and other stakeholders
 | * Knowledge of social alarms and Telecare
* Knowledge of local area
* Knowledge of work carried out by partner organisations
* Knowledge of Performance Indicators (PIs) and meeting accreditation standards
 | * Application form
* Selection process
* Pre-employment checks
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| Personal Qualities | * Patient, sympathetic and caring nature
* Respect independence, dignity and confidentiality of customers and staff
* Flexibility with regard to hours of work
* Must be willing to continuously develop and attend all planned training
* Positive and decisive thinking essential.
* 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
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