**Job Description**

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| **Directorate:**  **Performance & Growth** | **Grade C** |
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| **Service:**  **Coastcall Independent Living Team** | **Job evaluation number** |
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| **Reports to:**  **Coastcall Independent Living Manager** | **Responsible for**  **N/A** |
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| **Job purpose and role** |
| * To ensure that Coastcall customers receive a high quality service that will lead to their independence at home. |

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| **Main duties and key result areas** |
| Responsible to the Coastcall Independent Living Manager through the Coastcall Independent Living Senior or Coastcall Team Leader for the following:   1. The provision of housing related support and emergency response service to residents of responder controlled sites, both those of Beyond housing and those privately owned 2. To cover seven standby shifts in a five week period. Plus any subsequent emergency callouts and standby shifts to cover for holidays and sickness 3. To respond to emergency callouts received through the Call Centre from residents on responder controlled sites, and users of portable communication equipment, in an appropriate manner 4. To make contact with residents on responder controlled sites at an appropriate frequency 5. To undertake personal visits to residents at an appropriate frequency 6. To ensure that details of the circumstances and condition of residents are correct and up-to-date and that all changes are notified to the Control Centre and Coastcall Independent Living Team promptly 7. To provide support and assistance to ill and housebound residents by undertaking a range of tasks on their behalf 8. To discuss problems with, and give advice and guidance to, residents on matters causing concern 9. To assist customers with the completion of forms and paperwork as required 10. Liaise with Doctors, Nurses, Health & Audit Services Department, relatives etc. in respect of customers circumstances and conditions as appropriate 11. Maintenance of detailed daily incident log/diary 12. Test and rectify minor faults on intercom and alarm units including installation of new batteries, reprogramming of pendants as required 13. Installation and testing of portable communication equipment ensuring that units are operating correctly on a regular basis 14. Arranging home help, Doctors visits, chiropodist appointments etc. Arranging the transportation of sick/disabled residents to attend appointments as required 15. Assist/manoeuvre customers that may have fallen by using appropriate lifting equipment and techniques 16. Provision of basic First Aid 17. In the event of the death of a resident, to notify the appropriate organisations, relatives etc. and to assist with funeral arrangements as required 18. The reporting of building defects in properties owned by Beyond Housing 19. Assist with the removal and cleaning of returned portable communications equipment 20. The completion of assessments on customers referred to the service 21. The completion, timely review and accurate documentation of support plans and other associated paperwork of customers on service 22. Support resident responders in organising outings, social events and running of customer activities at Community Centres e.g coffee mornings, bingo, resident trips 23. Input data onto TOM/Jontek and any other relevant computer systems 24. Any other tasks commensurate with the role as required   Special Requirements   1. A good understanding of the needs of residents in responder controlled sites 2. Full Driving licence and use of a car for work   The above is not an exhaustive list of duties required. You will be required to undertake any other reasonable duties in line with the purpose and grading of the role. |

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| **ALL employees are expected to:**   * Live the company values so that the highest standards of customer care can be achieved * Be committed to diversity and inclusion of all, promote value for money, efficient services, so that excellence in all that we do is pursued through continuous improvement * Contribute to development of and strive to meet departmental, team and individual targets * Participate in the staff appraisal and development scheme, one to one performance discussions and attend identified training to ensure continuous learning and improvement * Comply fully with the Code of Conduct, health and safety requirements, legislation, regulations, policies and procedures * Attend meetings or provide services outside of the usual working hours where reasonably requested to do so * Promote value for money and continuous improvement within the service area * Have an overall understanding of the risks and implications associated with the requirements of the role and takes appropriate action to mitigate any potential consequences. |

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| Signed |  | Date |  |
| Print Name |  |  |  |

**Person specification**

| **Attribute** | **Detail** | **Essential or**  **Desirable** |
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| **Technical & Subject Knowledge** | Good standard of education | D |
| Good keyboard skills | E |
| Willingness to attend further training relevant to the post | E |
| Experience of dealing with members of the public | E |
| Experience of the warden service, supported housing and dispersed alarms | D |
| Experience of assisting/manoeuvring customers that may have fallen | D |
| Understanding and delivery of safeguarding | E |
| Knowledge of telecare equipment and installation | D |
| Experience of working in a social care/care work background | D |
| **Practical & Intellectual Skills** | Ability to deliver work on time and accurately | E |
| Ability to deal sensitively and confidentially with clients | E |
| Ability to prioritised own workload | E |
| Full Driving Licence | E |
| Good communication and interpersonal skills | E |
| **Personal attributes** | Flexible and open to change | E |
| Professional and customer orientated approach | E |
| The ability to work on own initiative with the minimum of supervision and also to be a good team player | E |
| Committed to inclusion, equality and diversity | E |
| Aligned to the aims and values of the company | E |
| Committed to personal and professional development | E |
| Proactive and committed to continuous improvement in service delivery | E |
| Collaborative approach: one company, one team | E |
| Reliable, enthusiastic and self-motivated | E |
| Ability to remain calm and confident in all situations | E |
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