**1. POST TITLE:**  Telecare Responder

**2. POST NUMBER:** TCS/SH/8.15-8.92

**3. GRADE:** Grade 5

**4. LOCATION:** Your normal place of work will be (inset base)

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 as the post includes working with vulnerable customers.

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

**HOURS: 37** 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 report to the Telecare Locality Coordinators.

**7. DESCRIPTION OF ROLE:**

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

To maintain and promote independent living to the customer.

To respond to emergency and non emergency calls as relayed by the Control Centre, gaining access, administering first aid when necessary. Carrying out 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.

To carry out annual maintenance checks and complete a full assessment of the customer’s needs offering a choice of service.

To assist in the Control Centre in the monitoring of the Community Alarms and other related functions when not responding to calls.

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

1. To assist in the provision of a monitoring, dispatching and response 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. Complete a full assessment of the customer’s needs offering a choice of service
3. Have detailed knowledge of other services available in order to sign post the customer to appropriate agencies.
4. Collect emergency prescriptions, shopping and pensions in accordance with procedures. Ensure customers are provided with refreshments in an emergency individual situation
5. To ensure the customer understand the function of community alarms and telecare/telehealth equipment and provision of a follow-up visit within agreed timescales to ensure the customer has a full understanding of the equipment.
6. 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
7. To work in partnership with multi agencies including Social Care and Health, National Health Service (NHS), Carers, GPs, Emergency Services, Registered Social Landlords, (RSL) etc. and where possible conduct joint assessments to ensure the best outcome for the customer.
8. To identify and report any ‘safeguarding’ cases through the appropriate channels as stated in Durham County Council’s Safeguarding policy.
9. To recognise and respect the independence and dignity of the Care Connect customers
10. To have an in depth knowledge of all Telecare/Telehealth equipment including installation, monitoring and ensure that the service equipment is installed as per user manual.
11. To install, calibrate and programme a wide range of Telecare and Telehealth equipment in a range of settings and to monitor and provide feedback on the effectiveness of this equipment.
12. To report any equipment faults to all relevant parties. Arrange for cleaning and maintenance of all stock
13. To carry out annual maintenance and data checks in the customers home.
14. To carry out daily vehicle checks, recording and reporting of any defects following DCC policy.
15. To assist in the provision of the Care Connect, out of hours service by handling calls appropriately which cover the whole range of the authorities services
16. To ensure that all databases/management systems are utilised correctly within the Data

Protection Legislation and all relevant information is communicated effectively

**8.18** To contribute to marketing events and publicity information as required, including the production of regular case studies for publication

**8.19** To undertake and participate in all induction training relevant to 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 behaviour 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 Responder – Grade 5**

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|  | **Essential** | **Desirable** | **Method of Assessment** |
| Qualification | * 4 G.C.S.E grade ‘C’ or equivalent * NVQ 2 Health and Social Care (On commencement of employment it is essential that you undertake this qualification. Completion of the course with the qualification is essential to carry out the role) * Current 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) * Manual Handling (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) | * Current First Aid certificate * Manual Handling * Social Care/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/health background * Ability to work on own initiative or as part of a team | * Application form * Selection process * Pre-employment checks |
| Skills/Knowledge | * Ability to drive/full driving license * Admin/clerical skills including ability to gather and record accurate data * Good interpersonal/observation skills * 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 | * Knowledge of social alarms and Telecare/Telehealth * Knowledge of local area * Knowledge of work carried out by partner organisations * Knowledge of Performance Indicators (PIs) * Ability to analyse and solve problems * Knowledge/understanding of problems faced by vulnerable groups | * Application form * Selection process * Pre-employment checks |
| 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. Response to emergency situations/incidents required * 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 |