

DARLINGTON BOROUGH COUNCIL
ECONOMIC GROWTH AND NEIGHBOURHOOD SERVICES

JOB DESCRIPTION

<u>POST TITLE :</u>	Response Officer
<u>PAY BAND :</u>	Band 4
<u>JOB EVALUATION NO.</u>	B1728
<u>REPORTING RELATIONSHIP</u>	The post holder reports to the Lifeline Team Leader on a day-day basis and is ultimately responsible to the Lifeline Services Manager.
<u>JOB PURPOSE :</u>	The overall objective of your job is to deliver an efficient, effective and enabling service to the people living in the borough of Darlington. Provide an emergency and responsive care service that meets the needs of the client in accordance with the Authority's policies, procedures, best practice and joint working protocols.
<u>POST NO.</u>	POS000736
<u>PDR COMPETENCY FRAMEWORK</u>	Level 1, Expected Competencies for all employees

MAIN DUTIES/RESPONSIBILITIES

1. Respond to emergency calls and give emergency help including responsive care if required that maintains personal dignity and ensures an individual's safety and independence within their home environment. Referring to other services or relatives as required and recording appropriately any actions taken.
2. Consult and liaise with appropriate staff regarding the care, support services and environmental concerns for tenants, ensuring accurate records of action taken are maintained
3. Assist in Calls Handling, data inputting, recording calls received and actions taken
4. Ensure that clients, colleagues, management and the control room have the information they need to respond to calls to attend a person's home
5. Undertake clerical and administrative duties including manual and computer recording and filing of information ensuring records are up to date to facilitate the smooth running of the service and schemes
6. To identify, demonstrate, check, fit, exchange, instruct and encourage use of equipment and associated devices to clients and carers/family and report repairs as necessary.
7. To visits clients in their homes to update and review their information and check the equipment installed
8. Refer through to appropriate agencies any potential or unmet needs to request assessment for aids, adaptations or longer term services

9. Fit any portable aids or minor adaptations and equipment as directed in accordance with the level of the post
10. Consult and liaise with appropriate staff regarding the care and support services and any environmental concerns.
11. Ensure accurate records of action taken are maintained at all times
12. Provide clients and other interested parties with relevant information, including the services and equipment available and signpost where appropriate
13. Provide a sympathetic and supportive response during times of illness, hospitalisation or bereavement. Provide help (not nursing) to clients until arrangements can be made for relatives/other agencies to take over
14. Provide information and, if necessary, attend case conferences or other meetings involving clients and potential clients care plans
15. Provide cover as directed within Sheltered and Extra Care and in line with Scheme Manager duties and job description, (normally daytime response officers only)
16. Undertake all reasonable training activity designed to support your role
17. Within the service provide cover, help and assistance as directed by your line manager
18. Ensure that you work in line with all the Council's policies and procedures and ensure that you are aware of your obligations under these.
19. Behave according to the Employees' Code of Conduct and ensure that you are aware of your obligations and responsibilities re: conflicts of interest, gifts, hospitality and other matters covered by the Code.
20. Carry out your role in line with the Council's Equality agenda.
21. To comply with health and safety policies, organisational statements and procedures, report any incidents / accidents/ hazards and take a pro-active approach to health and safety matters in order to protect yourself and others.
22. Any other duties of a similar nature related to this post that may be required from time-to-time.
23. Darlington Borough Council and schools within the Borough are committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment.
24. This post is deemed to be a 'Customer Facing' role in line with the definition of the Code of Practice on the English language requirement for public sector workers.
25. This post is subject to an enhanced disclosure. The successful applicant will be subject to the relevant vetting checks before an offer of appointment is confirmed. Following appointment the employee will be subject to rechecking as required from time to time by the Council.

Date: June 2019

DARLINGTON BOROUGH COUNCIL

PERSON SPECIFICATION

ECONOMIC GROWTH AND NEIGHBOURHOOD SERVICES

RESPONSE OFFICER

POST NO. POS000736

All appointments are subject to satisfactory references.

Criteria No.	Attribute	Essential (E)	Desirable (D)
	Qualifications & Education		
1	NVQ Level 2 or equivalent in Supported Housing		D
2	First Aid Certificate		D
3	Moving and Handling of People		D
	Experience & Knowledge		
4	Experience of older people by employment or in a personal/voluntary capacity	E	
5	Knowledge in the use of technology		D
	Skills		
6	IT Literate and capable of using MS Word and office applications	E	
7	Appropriate literacy and numeracy skills	E	
8	Ability to effectively communicate, especially with older people, to have patience and be a good listener	E	
9	Ability to maintain accurate records and work within guidelines	E	
10	Ability to organise and prioritise own work with minimum supervision and deal with unexpected events.	E	
11	Ability to deal with a wide range of people including, clients, families, health professionals, adult services, etc.	E	
	Personal Attributes		
12	Ability to remain calm under pressure	E	
13	Ability to demonstrate a caring disposition	E	
14	Ability to demonstrate that you can work within an environment of a confidential nature	E	
	Special Requirements		
15	The ability to communicate at ease with customers and provide advice in accurate spoken English	E	
16	Capable of independent travel to carry out the requirements of the post	E	
17	Reliable with a flexible approach to work including some statutory and bank holidays if required	E	