

 Stockton-on-Tees BOROUGH COUNCIL		JOB DESCRIPTION
DIRECTORATE:		Community Services & Transport
SERVICE AREA:		OneCall Service
JOB TITLE		Apprentice One Call Officer
REPORTING TO:		Registered Manager (OneCall Service)
APPRENTICESHIP QUALIFICATION		Adult Care Worker – Level 2
APPRENTICESHIP DURATION:		15 months
1.	JOB SUMMARY:	
	<p>To assist in the delivery of the 24 hour calls handling and providing response and personal care services offered to clients connected to OneCall</p> <p>To work towards completion of the above Apprenticeship Qualification whilst gaining relevant on the job work experience.</p>	
2.	MAIN RESPONSIBILITIES AND REQUIREMENTS	
	1	To visits clients, as required, and to assess their current circumstances
	2	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.
	3	Carry out routine checks to installed OneCall equipment, check and clean smoke alarms, change batteries etc and report faults where necessary.
	4	To provide emergency help/first aid and general assistance in case of accident or illness until help of local services and/or relatives arrives.
	5	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.
	6	To maintain a log of visits, incidents reported and the action taken.
	7	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.
	8	To operate the radio controlled and computer equipment installed into the Schemes and report any malfunction.
	9	To operate the OneCall phone line when required
	10	To be familiar with and be able to demonstrate equipment provided through the OneCall service.
	11	To maintain electronic records and databases for customers receiving the OneCall service ensuring information is input/updated within specified timescales.
	12	To deal with routine enquiries regarding the OneCall service.
	13	To undertake basic "make safe" of residents properties only in emergency situations.
3	GENERAL	

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.

	Name	Signature	Date
Job Description written by (Manager)
Job Description agreed by (Apprentice)

Job Description dated May 2021

Rota Pattern:

The rota for the OneCall Service works over a 4-week cycle with a day shift being 7a.m. to 7p.m. and nightshift being 7 p.m. to 7 a.m. shown below.

M	Tu	W	Th	F	Sa	Su	M	Tu	W	Th	F	Sa	Su	M	Tu	W	Th	F	Sa	Su	M	Tu	W	Th	F	Sa	Su
D	D	off	off	N	N	N	off	off	D	D	off	off	off	N	N	off	off	D	D	D	off	off	N	N	off	off	off

Shift working which covers 24 hours a day 365 days per annum where an employee is required to be part of a shift rota that requires the individual to rotate throughout that 24 hour period over all seven days of the week



PERSON SPECIFICATION

Job Title	Apprentice One Call Officer	
Directorate / Service Area	Community Services & Transport	OneCall Service

	ESSENTIAL	DESIRABLE	MEANS OF ASSESSMENT
Qualifications	<p>Level 1 English and Maths (GCSE Grade E or above / Functional Skills)</p> <p>Or</p> <p>An Ability to achieve Level 1 qualification in English & Maths – Initial Assessment required before job offer.</p> <p>PLEASE NOTE: You must not hold an existing qualification at the same or higher level as this apprenticeship or in a similar subject</p>	<p>Level 2 English and Maths (GCSE Grade C/4 or above or equivalent)</p> <p>First Aid Qualification</p>	Application form
Experience	Working as part of a team (this could be in a sporting, educational, work or social setting)	<p>Have worked / volunteered within a care/social/health environment.</p> <p>Have worked in a customer orientated environment.</p>	Application / Interview
Knowledge & Skills	<p>Good Communication (written & oral) & Interpersonal skills</p> <p>IT literate and ability to use Microsoft Office packages</p> <p>Committed to excellent customer service.</p>	<p>Ability to think widely and solve problems logically.</p> <p>Knowledge of working with vulnerable/elderly people.</p> <p>Knowledge of data protection and safeguarding</p>	Application / Interview

	<p>Ability to maintain accurate records</p> <p>Be articulate and able to converse confidently in a pleasant and professional manner.</p> <p>Work effectively under pressure.</p>		
Specific behaviours relevant to the post	<p>Demonstrate the Council's Behaviours which underpin the Culture Statement.</p> <p>A desire to work in social care and make a positive difference to the lives of others</p> <p>Committed to own personal development</p> <p>Confidentiality and personal integrity</p> <p>Client Focused</p> <p>Compassionate</p>		Application / Interview
Other requirements	<p>Current driving license (<i>work vehicle provided on shift</i>)</p> <p>Flexible working which will include working evenings, bank holidays and weekends.</p> <p>Enhanced DBS clearance</p>		Application / Interview

Person Specification dated

May 2021