

 Stockton-on-Tees BOROUGH COUNCIL		JOB DESCRIPTION
Directorate: Community Services		Service Area: OneCall
JOB TITLE: One Call Officer		
GRADE: F		
REPORTING TO: Senior One Call Officer		
1.	JOB SUMMARY: To assist in the delivery of the 24-hour calls handling and emergency response provision to customers connected to the One Call service	
2.	MAIN RESPONSIBILITIES AND REQUIREMENTS	
	1.	To provide an emergency response in cases of incident, accident or illness within a client's home, carrying out assessment of need and provide relevant help including first aid, personal care, lifting services, general assistance, reassurance or guidance until client is safe or until emergency services or relatives / NOK arrives.
	2.	To provide toileting assistance or personal care in line with procedural guidelines and CQC regulations.
	3.	To complete vehicle checks on Council vehicles prior to use and ensure their cleanliness is to a high standard.
	4.	To maintain a log of visits, incidents reported, and the action taken.
	5.	To calls handle via the assistive technology platform, following the guidelines and procedures in place, assessing each call and arranging for the relevant response, offering reassurance, tasking an officer to attend, contacting family or emergency services.
	6.	To undertake welfare calls following incidents within a client's home and to maintain awareness of clients using to the One Call scheme with regards to the level of health and dependence.
	7.	To create and maintain appropriate records and any assessed risks of each person linked to the OneCall service in order to carry out the duties of the post efficiently and safely.
	8.	To understand Adult and Children Safeguarding policies and be able to make relevant referrals to social work and safeguarding teams.
	9.	To understand the out of hours emergency procedures for the OneCall service's Sheltered House Scheme's, liaising with each of the scheme managers to arrange visits to keep knowledge up to date and to respond to these properties and their residents when required reporting any actions to the relative scheme manager..
	10.	To undertake annual visits for OneCall and Adult Social Care within a client's home, assessing the client's current wellbeing with regards to their health and care needs and ensuring the information held by OneCall / Adult Social Care is up to date.
	11.	To undertake the demonstration of all OneCall services and install basic lifeline units and pendants, completing the relevant paperwork and checks of the equipment.

	12.	To test and maintain basic OneCall equipment when visiting properties including Lifeline units, pendants, fall detectors and alarms. Replacing batteries, straps etc. when necessary and reporting any faults where necessary.
	13.	To operate the OneCall business support phone line when required dealing with routine enquiries.
	14.	To maintain electronic records and databases for customers receiving the OneCall service ensuring information is input/updated within specified timescales.
	15.	To undertake and record customer surveys in line with procedural guidelines.
	16.	To understand the assistive technology equipment including hard-wired scheme equipment and have the ability to report any malfunction / repair accordingly.
	17.	To be involved in the introduction of new technology and to undertake appropriate training as requested
	18.	To comply with such requirements determined by the Care Quality Commission responsible for Personal Care inspection.
	19.	To undertake all mandatory training required for the role by SBC / CQC regulations and as further requested.
	20.	To liaise with Officers of the Council and other agencies as appropriate.
	21.	To assist in the training and development of staff and to undertake such personal training as may be deemed necessary to meet the duties and responsibilities of the post.

3. GENERAL

Job Evaluation - This job description has been compiled to inform and evaluate the grade using the NJC Job Evaluation scheme as adopted by Stockton Council.

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.

Job Description dated June 2021



PERSON SPECIFICATION

Job Title/Grade	One Call Officer	Grade F
Directorate / Service Area	Community Services	One Call
Post Ref:		

	ESSENTIAL	DESIRABLE	MEANS OF ASSESSMENT
Qualifications	<ul style="list-style-type: none"> • Possess or be willing to work towards NVQ Level 2 in Care • Current driving licence 	<ul style="list-style-type: none"> • First aid qualification • Manual Handling 	Application form
Experience	<ul style="list-style-type: none"> • Knowledge of working with vulnerable/elderly people • Knowledge of data protection and safeguarding 	<ul style="list-style-type: none"> • Have worked within a care/social/health environment • Have worked in a customer orientated environment 	Application / Interview
Skills	<ul style="list-style-type: none"> • Good written, oral communication skills • IT literate • Ability to use databases for example PNC • Ability to organise with minimum supervision • Ability to use Microsoft Office packages 	<ul style="list-style-type: none"> • Ability to programme work and be personally organised • Ability to deal with varied issues, complaints and requests for service • Ability to think widely and solve problems logically • Ability to represent the Service within a range of meetings • Ability to deal with confidential information • Numerical ability to interpret statistical data 	Application / Interview

	<ul style="list-style-type: none"> • Ability to undertake a generic role and perform multi-functional duties in a busy and challenging administrative environment • Committed to excellent customer service 		
Specific behaviours relevant to the post	<ul style="list-style-type: none"> • Demonstrate the Council's Behaviours which underpin the Culture Statement • Work effectively in a challenging environment • Demonstrate a commitment to improving the quality of life of residents • Team working skills and ability to work alone 	<ul style="list-style-type: none"> • Commitment to continuous personal development 	Application / Interview
Other requirements	<ul style="list-style-type: none"> • Flexible working which will include working evenings, bank holidays and weekends • Enhanced DBS clearance • Ensure a customer centred focus at all times in all situations to deliver excellent outcomes for all stakeholders 	<ul style="list-style-type: none"> • Ability to communicate across a range of stakeholders • Committed to lifelong learning of self and others • Ability to make things happen within their area of responsibility • To have a flexible attitude personally and encourage in others, across all areas of the workplace 	Application/ Interview

Person Specification dated June 2021

