 Stockton-on-Tees BOROUGH COUNCIL		JOB DESCRIPTION
Directorate: Community Services		Service Area: One Call
JOB TITLE: One Call Officer		
GRADE: F		
REPORTING TO: Senior One Call Officer		
1.	JOB SUMMARY: To assist in delivering 24-hour emergency response provision to customers connected to the One Call service.	
2.	MAIN RESPONSIBILITIES AND REQUIREMENTS	
	1.	To maintain awareness of clients using to the One Call scheme with regards to the level of health and dependence.
	2.	To visits clients, as required, and to assess their current circumstances.
	3.	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.
	4.	Carry out routine checks to installed One Call equipment, check and clean smoke alarms, change batteries etc and report faults where necessary.
	5.	To provide emergency help/first aid and general assistance in case of accident or illness until help of local services and/or relatives arrives.
	6.	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.
	7.	To maintain a log of visits, incidents reported, and the action taken.
	8.	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.
	9.	To operate the radio controlled and computer equipment installed into the Schemes and report any malfunction.
	10.	To operate the OneCall phone line when required.
	11.	To be familiar with and be able to demonstrate equipment provided through the OneCall service.
	12.	To maintain electronic records and databases for customers receiving the OneCall service ensuring information is input/updated within specified timescales.
	13.	To deal with routine enquiries regarding the One Call service.
	14.	To undertake the completion of forms and records associated with delivering the OneCall service electronically.
	15.	To be involved in the introduction of new technology and to undertake appropriate training as requested.
	16.	To undertake all training as requested.
	17.	To undertake basic "make safe" of resident's properties only in emergency situations.
	18.	To liaise with Officers of the Council and other agencies as appropriate.

	19.	To complete vehicle checks on Council vehicles prior to use and ensure their cleanliness is to a high standard.
	20.	To take reasonable care of your own health and safety and co operate with others so far as necessary, to enable compliance with the Authority's health and safety rules and legislative requirements.
	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.
	22.	To undertake such other duties and responsibilities commensurate with the grading and nature 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 3 November 2016



PERSON SPECIFICATION

Job Title/Grade	One Call Officer	Grade F
Directorate / Service Area	Community Services	One Call
Post Ref:	14078	

	ESSENTIAL	DESIRABLE	MEANS OF ASSESSMENT
Qualifications	<ul style="list-style-type: none"> • Possess or be willing to work towards Care Certificate • 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 	<ul style="list-style-type: none"> • Have worked within a care/social/health environment • Have worked in a customer orientated environment • Knowledge of data protection and safeguarding 	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 3 November 2016

Conditions of Service

General

Conditions of service will vary from service to service. However, there are some general points to cover.

Conditions of service generally are those contained in the appropriate National Joint Council Schemes but have been supplemented in a number of areas by locally agreed conditions. The relevant Handbooks are available for reference in all departments.

Office Hours

The normal working week is 37 hours. Council offices are generally open to the public from 8.30 a.m. to 5.00 p.m. (4.30p.m. on Friday). The majority of office staff are able to take part in the Councils flexible working hours scheme. Elsewhere, fixed hours or shift working may be operated according to the needs of a particular service.

Annual Leave

The basic annual leave entitlement is 26 days plus 8 public holidays. Employees with 5 years continuous service receive 31 days annual leave.

Sick Pay

Most employees are covered by the provisions of the nationally agreed sick pay schemes which allow periods of absence on half pay and full pay according to length of service.

Pension

You will automatically be entered into the Local Government Pension Scheme (LGPS) unless you choose to opt out. This is a contributory pension scheme and meets Government standards for automatic enrolment. If you do not opt out within three months of joining the LGPS, you will not be eligible to receive a refund of your contributions but will instead be given deferred benefits within the Scheme. If you decide to opt out of the Scheme your employment, earnings and age will be monitored in line with automatic enrolment guidelines.

Medical Examination

Before commencing your employment, you will need to complete a medical questionnaire and may be subject to a medical examination.

Probation

New entrants to Local Government will be required to complete a six month probationary period.

Equal Opportunities

The Council is working towards an environment where all employees, residents and service users receive equal treatment regardless of gender or gender reassignment, marital or civil partnership status, sexual orientation, age, disability, race, religion or belief, social origin, pregnancy and maternity.

Job Sharing

A voluntary Job Sharing Scheme is in operation. Applications to job share are welcome and there is no requirement for you to apply with a partner.

Payment of Salaries

Salaries are paid monthly on the last working day of the month. All payments are made by credit transfer direct to a nominated bank or building society.

Smoking Policy


The Council operates a No Smoking Policy.

Politically Restricted Posts

The Local Government and Housing Act 1989, as amended by the Local Democracy, Economic Development and Construction Act 2009 designate certain posts as politically restricted. If this is the case it will be detailed on the job description and means that you would be disqualified from being a member of a Local Authority, the House of Commons or of the European Parliament. Further information is available upon request.

Rehabilitation of Offenders Act 1974

Having a criminal record will not necessarily bar you from working for the Council. This will depend on the nature of the post and the circumstances and background of your offence(s). To assist the Council in determining the suitability of your employment, certain posts are subject to a DBS check. If this is the case an appropriate statement will appear in the recruitment advertisement.

 Stockton-on-Tees BOROUGH COUNCIL	KNOWN RISKS FOR THIS ROLE
DIRECTORATE: Community Services	SERVICE AREA: OneCall
JOB TITLE: OneCall Officer Casual	
GRADE: F	
REPORTING TO: OneCall Registered Manager	

The following are the known risks for this role, more than one may apply. Where there are no known risks this will be indicated.

Known Risk	Yes/No
Is required to work at heights or on ladders	No
Is required to work in confined spaces or unusual environmental conditions where specialist equipment or breathing apparatus is needed	No
Is required to drive a Council vehicle or regularly transporting other person/clients/pupils in own vehicle as part of normal duties	Yes
Is required to drive an HGV/LGV/PCV/Minibus	No
Is required to undertake agriculture, horticulture or gardening work	No
At risk from noise that might affect an employee's health (will be required to wear ear protection)	No
Will be exposed to vibration likely to be above the exposure action level.	No
Is exposed to hazardous substances as detailed in Appendix 1	No
Is likely to be exposed to asbestos	No
Is at risk of a needle stick injury or human bite or could be exposed to blood, sewerage, bodily fluids.	No
May be exposed to lead or lead based products	No
Will handle food	No
Will require a health assessment for regular night working	Yes
Will be required to undertake the Display screen equipment training	No
Other known risks – please detail – may be required to attend clients with Covid-19	Yes
No known risks associated with this role	

As the manager of this post, I declare that the details above are an accurate reflection of the risks associated with the post.

Signature of Manager: Shaun Taylor

Date: 29/09/2022