

Role Profile –Care Call Assistant- Emergency Responder

INFORMATION ABOUT THE ROLE:

Group: Care Call

Service: Integrated Adults & Social Care Services

Location: Care Call

Line Manager: Natalie Proud

Car User Status: Full UK Driving License Required

SCP 8-11 £25,992 to £27,269

WHAT WE WANT YOU TO DO....

- Undertaking call handling and associated work, including responding to emergency outgoing calls to clients in the community as required.
- To carry out appropriate action to ensure that all calls received are dealt with satisfactorily in line with agreed policy and procedures, including appropriate liaison with other staff, agencies and departments as required.
- To provide a mobile response service as required and directed. This may involve providing personal care to clients.
- To ensure database information is up to date and accurate.
- Undertake the installation of all assistive technologies as required and carry out checks on installed equipment to ensure they work effectively.
- Acting as the entry point for all Out of Hours calls to the Council, including civil emergencies, housing repairs, road/drainage issues, children, and adult's social care emergencies, and managing and directing these calls according to standard operating procedures.
- Undertake the installation and removal of key safes as required.
- Monitoring of multiple systems (concurrently) to check for notification alerts coming through and responding accordingly (e.g., Falls, wandering, smoke/fire alarms, civil emergencies)
- To visit clients to obtain personal details and demonstrate the use of equipment.
- Working to key performance indicators within the service.
- To carry out general administrative duties associated with Care Call service.
- To work according to agreed shift patterns and to provide cover in the absence of other staff as necessary.
- To promote and maintain a high standard of Customer Care in line with Councils Corporate Values
- Such other duties reasonably falling within the purview of the grade as may be required.



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WHAT YOU NEED TO BE SUCCESSFUL..... THE ESSENTIALS

THE KNOWLEDGE	THE QUALIFICATIONS
<ul style="list-style-type: none"> • Adult Social Care 	<ul style="list-style-type: none"> • NVQ level 2 in customer service, social care, or housing support or willing to work towards • 5 GCSEs at minimum of grade 4 (Grade C) or equivalent
THE EXPERIENCE	OTHER
<ul style="list-style-type: none"> • Experience of working in a customer services environment or healthcare role • Ability to manage emergency / emotionally challenging situations over the telephone or within a personal care setting. • Be able to demonstrate respect for privacy, dignity, and choice in relation to care needs, and have a patient and sympathetic approach. • Ability to communicate effectively. • Ability to work on own initiative and as part of a team. • A flexible approach to work • Good IT skills 	<ul style="list-style-type: none"> • DBS Application required. • Full UK Driving License and access to a car or means to mobility support. • Shift Working



OUR COMPETENCIES... *HOW WE WANT YOU TO BE*

CUSTOMER FOCUSED

Puts the customer first and provides excellent service to both internal and external customers.

GREAT AT COMMUNICATION

Uses appropriate methods to express information in a clear and concise way to make sure people understand.

TEAM PLAYER

Works with others to achieve results and develop good working relationships.

MAKE THINGS HAPPEN

Takes responsibility for personal organisation and achieving results.

FLEXIBLE

Adapts to change and works effectively in a variety of situations.

LEARN AND DEVELOP

Actively improves by developing and applying new skills and knowledge and learns from past experiences.

