

Job Description

Post Title	Telecare Responder
Job Evaluation	N11147
Grade	6
Service	Regeneration, Economy & Growth
Service Area	Planning & Housing – Independent Living
Reporting to	Telecare Locality Co-ordinator
Location	Your normal place of work will be as mentioned in the advert, but you may be required to work at any Council workplace within County Durham
Disclosure and Barring Service (DBS)	This post is subject to an enhanced disclosure (ABL)
Flexitime	This post is not eligible for flexitime
Politically restricted	This post is not designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State
Car User Status	The service will provide fleet vehicles. However, if they are not available you will be eligible to claim the appropriate car mileage rate. DCC Driver Assessment Required

Description of role

To respond to emergency and non-emergency calls as relayed by the Control Centre, gaining access, administering first aid when necessary including CPR. Carrying out assessment of the incident and contacting emergency services, GPs and next of kin when required. Please note there are procedures and policies, but some incidents may fall outside of procedures and decisions will be required by the postholder with supervisory support.

The postholder will also be required to install a wide range of telecare equipment and carryout equipment tests in the customers homes to maintain and promote independent living.

Duties and Responsibilities

- To assist in the provision of a response service in accordance with predefined guidelines, policies, and procedures to non-urgent and emergency calls from customers. Administering immediate assistance where appropriate and requesting the assistance of the emergency services, agencies, families, carers, etc. when required
- Install Care Connect and telecare equipment and to give instructions on the correct usage of tele care/equipment to service users and/or relatives

- Complete a full assessment of the customer's needs offering a choice of service and additional services.
- Programme and Install wide range of Telecare equipment in a range of settings and monitor and provide feedback on the effectiveness of this equipment.
- Have detailed knowledge of other services available in order to sign post the customer to appropriate agencies.
- Carry out light housework, welfare calls, shopping etc in accordance with the Care Connect Home from Hospital Service.
- To provide guidance and advice to vulnerable customers on payment for the service to establish if assistance with support charges can be provided through continuing health care or referring for assessed need.
- To have a full understanding of vulnerable groups to identify support needs for customers with various needs including learning, physical and sensory disabilities as well as dementia, mental health, or other health problems
- To work in partnership with multi agencies including Social Care and Health, National Health Service (NHS), Carers, GPs, Emergency Services, Registered Social Landlords, (RSL) etc. and where possible conduct joint assessments to ensure the best outcome for the customer.
- To identify and report any 'safeguarding' cases through the appropriate channels as stated in Durham County Council's Safeguarding policy.
- To recognise and respect the independence and dignity of the Care Connect customers
- Support new staff members with training and job shadowing and installation of equipment.
- To report any equipment faults to all relevant parties. Arrange for cleaning and maintenance of all stock
- To carry out daily vehicle checks, recording and reporting of any defects following DCC policy.
- To assist in the provision of the Care Connect, out of hours service by responding to calls which cover the whole range of the authority's services
- To ensure that all databases/management systems are utilised correctly within the Data Protection Legislation and all relevant information is communicated effectively
- To contribute to marketing events and publicity information as required, including the production of regular case studies for publication
- To undertake and participate in all induction training relevant to job role and any further training identified as essential to maintain competency
- To ensure compliance with the Telecare Service Association (TSA) Code of Practice and all Performance Indicators (PIs) for monitoring and response services
- To respond to NEAS (North East ambulance Service) non- injury falls and complete the falls assessment tool which determines if it is safe to move customer and refer to emergency services if required.

- Due to the BT Openreach digital switch the post holder will be required to advise customers on the impact of the national change and to support customers on their choice of equipment. This programme will have a long-term impact on service delivery and the postholder will require a working, practical knowledge of this change.

Organisational Responsibilities

Values and behaviours

To demonstrate and be a role model for the council's values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

Smarter working, transformation, and design principles

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

Communication

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

Health, Safety and Wellbeing

To take responsibility for health, safety, and wellbeing in accordance with the council's Health and Safety policy and procedures.

Equality and diversity

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

Confidentiality

To work in a way that does not divulge personal and/or confidential information and follow the council's policies and procedures in relation to data protection and security of information.

Climate Change

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

Performance management

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council's Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

Quality assurance (for applicable posts)

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

Management and leadership (for applicable posts)

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council's values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

Financial management (for applicable posts)

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.

Person Specification

Attributes	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • 4 GCSEs (Graded A-C/9-4) or equivalent • Current First Aid certificate (On commencement of employment it is essential that you undertake this training. Completion of the course with the qualification is essential to carry out the role) • Manual Handling (On commencement of employment it is essential that you undertake this training. Completion of the course with the qualification is essential to carry out the role) • Safeguarding (On commencement of employment it is essential that you undertake this training. Completion of the course with the qualification is essential to carry out the role) 	<ul style="list-style-type: none"> • Current First Aid certificate • Manual Handling • Social Care/Health Qualification
Experience	<ul style="list-style-type: none"> • Previous experience of providing personal care or support • Experience of working with vulnerable groups in a supporting capacity 	
Skills and Knowledge	<ul style="list-style-type: none"> • Ability to drive/full driving license (DCC Driver Assessment required) • Ability to read maps/use satellite navigation system • Admin/clerical skills including ability to gather and record accurate data • Ability to work on own initiative or as part of a team • Excellent communication skills including ability to take control in an emergency situation • Knowledge and experience of Information Technology (IT) • Ability to deal with and handle confidential information and sensitive issues 	<ul style="list-style-type: none"> • Knowledge of social alarms and Telecare • Knowledge of work carried out by partner organisations • Ability to analyse and solve problems • Knowledge/understanding of problems faced by vulnerable groups
Personal Qualities	<ul style="list-style-type: none"> • Patient, sympathetic, and caring nature • Respect independence, dignity and confidentiality of customers and staff • Flexibility with regard to hours of work • Must be willing to continuously develop and attend all planned training • Positive and decisive thinking essential. Response to emergency situations/incidents required • Ability to adapt to constant changes in business needs • Must be flexible to work at all Care Connect sites within County Durham 	

