Stockton-on-Tees BOROUGH COUNCIL		**JOB DESCRIPTION**
Directorate: **Adults Health and Wellbeing**		**Service Area:** **OneCall**
JOB TITLE: OneCall Officer		
GRADE: F		
REPORTING TO: OneCall Registered Manager		
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 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.
	22.	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.
	23.	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.

The Council's Values, Behaviours and Code of Conduct - The post holder is required to carry out the duties in accordance with the Council's Values and Behaviours, our code of conduct, professional standards and promote equality and diversity in the workplace.

Corporate Parenting - As Corporate Parents, we have the same ambition and high aspirations for all children in our care and care experienced young people: that Stockton-on-Tees is a great place to grow up, where children and young people are protected from harm and supported to be the best they can be in life.

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 18/05/2020

This document was classified as: OFFICIAL

Stockton-on-Tees BOROUGH COUNCIL

PERSON SPECIFICATION

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

	ESSENTIAL	**DESIRABLE**	**MEANS OF ASSESSMENT**
Qualifications	• Possess or be willing to work towards NVQ Level 2 in Care • Current driving licence	• First aid qualification • Manual Handling	Application form
Experience	• Knowledge of working with vulnerable/elderly people • Knowledge of data protection and safeguarding	• Have worked within a care/social/health environment • Have worked in a customer orientated environment	Application / Interview
Skills	• 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	• 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

	• 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	• 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	• Commitment to continuous personal development	Application / Interview
Other requirements	• 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	• 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 18/05/2020

Stockton-on-Tees BOROUGH COUNCIL	**KNOWN RISKS FOR THIS ROLE**
DIRECTORATE:	**SERVCE AREA:**
JOB TITLE: OneCall Officer	
GRADE: F	
JOB LOCATION / BUILDING: Security and Surveillance Centre	
REPORTING TO: OneCall Registered Manager	

The following are the known risks for this role as identified through a Risk Assessment. More than one risk may apply. Where there are no known risks, this will be indicated.

Known Risks - which require Baseline Health Surveillance Screening before or at start of employment and ongoing health surveillance with Occupational Health		
Known Risk	**Yes**	**No**
Noise: Employee Is likely to be regularly exposed to noise above the exposure action level. (Daily or weekly exposure of 85dB)		**X**
Vibration: Employee will be exposed to vibration above the daily Exposure Action Value (EAV) of 2.5m/s2 A(8) 9		**X**
Respiratory: Employee will be exposed to Hazardous Substances such as machine generated wood dust, mineral dust, solder flux, glues, resins, cutting oils, latex. (Those working with respiratory/skin irritants or sensitizers as defined by COSHH)		**X**

Known Risks which require a Medical Assessment with Occupational Health prior to starting employment and ongoing assessment during employment.		
Known Risk	**Yes**	**No**
HGV/LGV/Fork Lift Truck/Passenger Carrying Vehicle/Minibus (Group 2) Licence Drivers: Employee will be required to drive an HGV/LGV/FLT/PCV/Minibus.		**X**
Asbestos: Employee likely to be exposed to asbestos. Work with asbestos' includes: o Work which removes, repairs, or disturbs asbestos o Ancillary work (work associated with the main work of repair, including maintenance work on equipment) o Supervisory Work (work involving direct supervision over those removing, repairing, or disturbing asbestos)		**X**

Known Risk	Yes	No
Lead: Employee likely to be exposed to lead or lead based products (handling, processing, repairing, maintenance, storage, disposal) The lead must also be in a form in which it is likely to be: ○ Inhaled, e.g., lead dust, fume or vapour. ○ Ingested, e.g., lead powder, dust, paint or paste; or ○ Absorbed through the skin, e.g., lead alkyls or lead naphthenate. The regulations do not apply to work with materials or substances containing lead where, because of the nature of the work, lead cannot be inhaled, ingested, or absorbed.		**X**
Confined Spaces - Safety Critical: Employee will be required to work in a **confined space** where specialist equipment or breathing apparatus is needed.		**X**
Working at Heights - Safety Critical: Employee will be required to work **at a height**.		**X**
Blood-borne viruses: Employee is at risk of exposure to Blood-borne viruses e.g., needle stick injury, human bite, contact with human blood or other bodily fluids and sewerage.	**X**	

Other Known Risks		
Known Risk	**Yes**	**No**
Council Vehicles or transport that does not require a Group 2 licence: Employee will be required to **drive a Council vehicle** or **regularly transport** service users/clients/pupils in their own vehicle as part of normal duties.	**X**	
Food Handlers: Employee will be preparing and handling food *Food Handlers Questionnaire to be completed and sent to Occupational Health*		**X**
Night Workers: Employee will be regularly working at night *Optional Night Worker Questionnaire available*	**X**	
Lone Working (including Home Working): Employee will be required to work alone.	**X**	
DSE Users: Employee will be required to use Display Screen Equipment (DSE) ***DSE Training and assessment should be completed on commencement – arranged by manager***	**X**	
Any Other: Please identify any other known risks associated with this job role. **Officers may be required to work with clients with Covid-19**	**x**	

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: 23/03/2026

For any queries related to this form, please refer to the Known Risk Managers Explanatory Notes, or email the Occupational Health Department: Occupational.Health@stockton.gov.uk