

Waverley is an ambitious authority, committed to being one of the leading Councils in the country at a time of major change by developing a high performing, highly engaged staff team to share the organisation's values and deliver our corporate objectives.

JOB DESCRIPTION	
Job title:	Careline/Telecare Officer
Service:	Community Services
Team:	Careline/Telecare
Location:	The Burys, Godalming, Surrey, GU7 1HR
Reporting to:	Sheltered and Careline Services Manager
Responsible for:	Careline and Telecare duties
OUR ORGANISATIONAL VALUES	
Openness	In Waverley we value openness and honesty where communication is clear and constructive and actions are transparent .
Excellence	In Waverley we value excellence , working in a consistent and professional way to achieve the highest standards possible, taking the time to recognise and celebrate success .
Fairness	In Waverley we value fairness and respect , working with integrity to ensure that everyone is treated well and has equal access to the opportunities available.
Team Work	In Waverley we value team work and collaboration , with approachable staff actively contributing to our shared corporate goals.
Taking Ownership	In Waverley we value taking ownership , where everyone feels personally committed to issues at hand and is working towards a positive outcome .
PRINCIPAL PURPOSE OF THE ROLE	
<ul style="list-style-type: none"> The post holder will work as part of a team to provide a friendly, efficient and effective Careline Telecare Service to older, disabled or vulnerable people in Waverley, to support and enable people to live independently at home by installing personal alarm and telecare equipment linked to a 24/7 Control Centre and through a programme of follow up support. 	

MAIN DUTIES AND ACCOUNTABILITIES

Business Continuity

- Play a pivotal role in business continuity planning and should the need arise assist in ensuring business recovery of key service provision in a 24 hour window.

Health and Safety

Comply with all Health and safety legislation for your area of work, ensuring that risks are identified, managed and monitored as required

2. MAIN DUTIES AND RESPONSIBILITIES

- a) Work with clients, the referrers and the client's family and care network to assess the client's need for Careline and Telecare and identify and arrange to demonstrate the most suitable package of equipment to meet their requirements. Prepare the equipment for installation, install the careline and telecare equipment and instruct clients and carers or care workers in its use and benefits.

Collect and document personal data from the client in a sensitive manner and ensure that this complies with current data protection procedures regarding privacy and confidentiality.

Carry out in-depth assessments as required to identify and refer clients to other agencies or to refer on to organisations such as Age UK or the CAB to help them achieve their maximum income to enable them to pay for such things as the Careline service.

Arrange, where required, any adaptations necessary for the safe installation of the equipment, e.g. electrical or telephone socket, key safes etc.

Liaise with other colleagues internally and externally as appropriate to ensure continued appropriate use of the system and a joined-up approach to the support of the clients.

- b) Visit clients in response to urgent and non-urgent faults or issues with the Careline and Telecare equipment. Diagnose and resolve any technical issues.
- c) Follow procedures to close a case and recover all equipment when a client no longer requires the service or it is no longer suitable.
- d) Work with the Team leader to liaise between the Exchequer Services and Rent teams and the clients to monitor credit control issues to ensure payments are received for the Careline service.
- e) Using mobile technology, bespoke software systems provided and usual Microsoft applications, collect and maintain up to date records of all Careline and Telecare activity to ensure accurate information and statistics are available.

- f) Work with other staff to undertake promotional events and demonstrations of equipment to groups of people and organisations as required.

GENERAL

- g) Follow Careline procedures and protocols at all times in relation to such things as confidentiality, data protection, health and safety, client contact, handling of electrical equipment, and to feed back and actively contribute to the development of the service.
- h) Keep up to date with any advancement in technology, take part in appropriate training opportunities and attend staff meetings.
- i) Actively contribute to the aims and objectives of the Community Services team and support colleagues as necessary.
- j) Carry out any other duties which might reasonably be required.

This job description is current as at the date shown on the front page. In consultation with you it is liable to variations as the needs of the Council may require

DIMENSIONS OF THE ROLE

- Member of a Careline team which delivers a service to a growing number of vulnerable people (currently around 2,000 clients), dealing with referrals as they come in.

Home Visits - Install equipment, assessment interviews, reassurance visits, maintenance calls – approximately 25 visits a week

Rota: participate in a rota to ensure that office hours are covered for urgent response to Careline equipment

AREAS OF ACCOUNTABILITY/PROBLEM SOLVING – DECISION MAKING / SCOPE FOR IMPACT

- Assess the client's needs for a Careline and Telecare Service and provide a level of support on a planned basis
- To assess and deliver the type of alarm and telecare equipment which could support the client to remain at home including the siting of equipment needed and any necessary adaptations
- To monitor and maintain alarm and telecare equipment as far as possible to ensure that any detected faults are remedied quickly or equipment is replaced
- Respond to related emergency situations within designated working hours
- Ensure that appropriate clients are referred on to colleagues and other agencies in a timely manner when they need more support to remain in the Community
- Ensure that when clients use their alarm and/or telecare equipment that they will be connected to the 24/7 control centre and that the centre has the correct data to respond appropriately to the problem
- Follow the Council's Health and Safety Policy, Adult Protection Policy, any other relevant policies and all Careline protocols

PLANNING/ORGANISING/CONTROLLING

CUSTOMERS AND CONTACTS

INTERNAL

- Community Services Team, Sheltered housing staff, Exchequer services, Housing, Care and Repair, Environmental Health

EXTERNAL

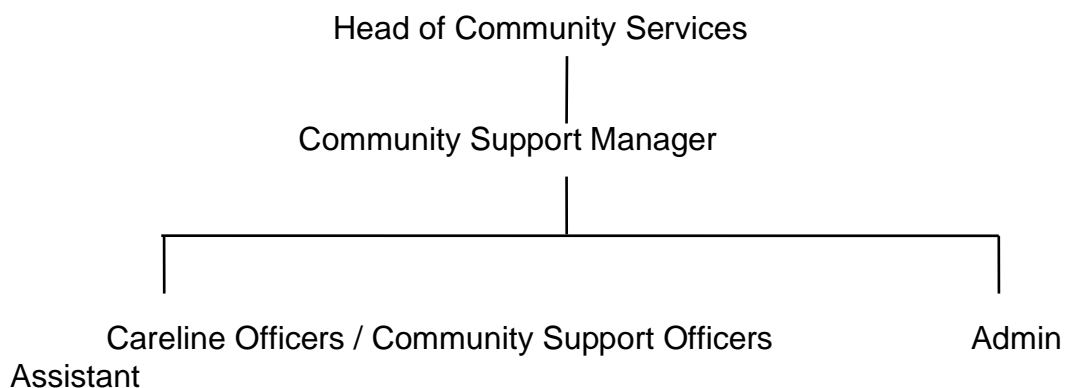
Vulnerable clients, their families and carers, 24 hour Control Centre, Telecom providers, Telecare suppliers, Social Care Team, Community Health colleagues, Supporting People, charities and voluntary organisations (e.g. Age Concern).

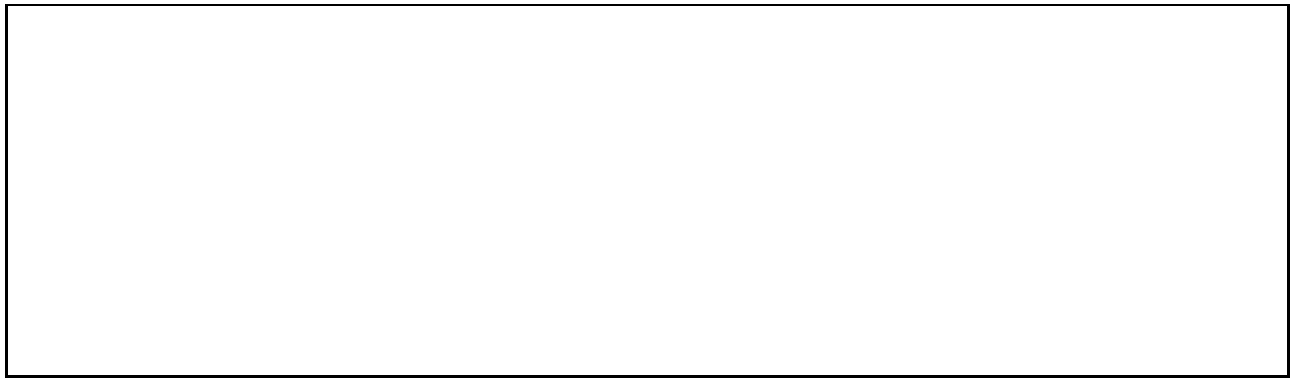
SERVICE/TEAM STRUCTURE

CONTEXT OF THE POST

(The main features of the part of the organisation in which you work, e.g. in terms of its purpose and geographic boundaries)

- (a) **SERVICE** - Community Services
- (b) **TEAM** - The post is based within the Careline team which works alongside other community based services.
- (c) **ORGANISATION CHART**
(Organisation chart showing the people for whom you work, any staff who report to you and other colleagues within your Section)





PERSON SPECIFICATION

Candidates must be able to demonstrate, giving examples, **all essential criteria** within their application form to be shortlisted for this role.

	PERSON SPECIFICATION			
	ESSENTIAL CRITERIA	How ASSESSED	DESIRABLE CRITERIA	How ASSESSED
QUALIFICATIONS / EDUCATION / TRAINING / EXPERIENCE	Numerate and literate to at least GCSE standard	A/I	NVQ in an appropriate discipline City and Guilds qualification in an appropriate discipline (eg Assistive Technology) First Aid qualification	A
KNOWLEDGE / TECHNICAL SKILLS	Empathy and understanding of older, disabled and vulnerable people's needs and difficulties. Aptitude for technical problem solving. Excellent computer skills including excel, word, outlook.	A/I	Experience in Telecare services. Knowledge of support services available to older, disabled and vulnerable people. Experience of working with either older or disabled or vulnerable people. Experience of working in a customer-orientated environment. Experience of office-based work Knowledge of the geographical area of Waverley Knowledge of Safeguarding	A/I

COMMUNICATION	Excellent verbal and written communication skills	A/I		
	Committed to customer care and the provision of a high quality service.	A/I		
CUSTOMER SERVICE	Understanding of and commitment to promoting equality and diversity in service delivery and employment.	I		
TEAM WORKING	Ability to work as part of a team	A/I		
MANAGING SELF AND OTHERS	Ability to work unsupervised and to plan, organise and prioritise own workload effectively to meet deadlines.	A/I		
	Ability to display a calm, professional and sensitive approach.	I		
	Ability to adapt to change.	I		
CAN DO APPROACH / ACHIEVING RESULTS	Flexible and adaptable and be able to cope under pressure.	A/I		
SPECIAL REQUIREMENTS	For business continuity purposes you are required to have access	A/I		

	<p>to the internet at home via broadband on a PC, laptop or tablet.</p> <p>Car driver with current licence</p> <p>Car available for work purposes</p> <p>Willing and able to travel around the Borough on a daily basis</p> <p>Ability to work outside normal office hours</p>			
	<p>Able to drive across the Borough on a daily basis.</p> <p>Able to carry small loads for short distances.</p> <p>Able to reach, stretch, bend etc to fit equipment in awkward places.</p>	A/I		

How assessed

- A = Application CV/Personal Statement
C = Certificates/professional Registration
D = DBS police check
E = Exercise
I = Interview
M = Medical assessment

For Official Use only			
Job title:	Careline/Telecare Officer	Post no:	
Service:	Community Services	JE score:	182
Team:		Pay band:	9
Location:	The Burys Godalming, Surrey GU7 1HR	Position type: (if part time, working pattern)	Full time 37 Hours/ Five day week
Competencies: (level 1 – 4)	Communication:	2	
	Customer Service:	2	
	Team Working:	2	
	Managing Self and Others:	2	
	Can do approach/Results	2	
REVIEWED BY:	David Brown	DATE:	31/5/2022
CHECKED IN:		DATE:	
LAST UPDATED:		DATE:	