

JOB DESCRIPTION

Carelink Response Officer

Service area:	Housing
Reports to:	Team Leader Carelink
Responsible for:	N/A
Location:	Ecclesfold
Work flexibly between various locations:	Yes
Grade:	AG2
Salary range:	5-9
Car driver:	Yes
Essential/casual:	Casual

JOB PURPOSE

To provide a comprehensive emergency response service to older and vulnerable customers to maximize their ability to live independently.

To provide a comprehensive administrative and office support service to the Carelink team and its customers.

Incidental monitoring of CCTV.

To develop and maintain a range of working relationships with service users to ensure an end to end service is provided.

JOB DUTIES

- To respond to emergency calls from customers and take appropriate action to deal with the emergency to ensure it is resolved satisfactorily and any follow up actions are undertaken.
- To support the incidental monitoring of CCTV.

- To complete structured support plans for user of the service to to maximise their independence and ensure the appropriate level of support is provided in line with our current service offers.
- To work in accordance with and remain familiar with procedures and guidelines for the service
- To liaise with the alarm monitoring provider, clients, relatives, social services and other agencies to ensure a comprehensive and effective service is maintained.
- To accurately maintain and update all aspects of administration and record keeping, including updating of client records and creation and monitoring of financial records.
- To provide Care Link Plus services to assist with light household tasks, shopping for essentials, preparing simple meals, companionship, medication and be visible while customers are bathing or showering.
- To assist in the co-ordination of the customer journey within the Carelink service, including the process of client referrals.
- To co-ordinate a database of telecare equipment.
- To assist the role of the Carelink team leader role as and when required.
- To carry out any such other duties as associated with the service which your manager from time to time may require, to maintain the efficient and effective running of the service.

CORPORATE RESPONSIBILITIES

- Promote, both Councils' Equalities and Diversity Schemes ensuring that all discrimination is eliminated and referring any instances of perceived discrimination to the appropriate Executive Director.
- Promote a safe and healthy working environment including taking responsibility for the health and safety of all staff, elected members, service users and other members of the public, in line with the Councils' Health and Safety at Work Policy.
- Promote and support the delivery of the Councils Climate Change actions plans, the response to the Councils' declarations of a climate emergency and the delivery of the Councils' biodiversity duty.
- Support the Councils' commitment to good environmental management by ensuring the most environmentally friendly use of resources by reducing the amount of business travel by using teleconferencing facilities etc.
- Promote the principles of good customer care by taking responsibility, ensuring reliability and having respect for all those for whom the service is being provided, including colleagues and elected members.
- Work flexibly in support of colleagues and to undertake any other duties which may reasonably be requested commensurate with the grade for the post.
- Promote and comply with both Council's policies and guidelines on Information Governance and the Data Protection Act.
- Consistently exhibit the behaviors required under the Alliance CHOICE values and code of conduct.
- Be committed to safeguarding and promoting the welfare of children and young people and vulnerable adults.
- Carry out election duties as required.

JOB REQUIREMENTS

Transport Requirements	Driving required to travel to service users properties
Working Patterns	Required to working on a seven day rota basis which covers days, noons and nights.
Working Conditions	Mobile. Office based to attend team briefings and upon management request.
Resources Staff/Finance	None
Physical	Working to planned priorities
DBS	Enhanced