

## Job Profile comprising Job Description and Person Specification

### Job Description

<b>Job Title:</b> Careline Support Officer Permanent & Bank Staff	<b>Grade:</b> Scale 6
<b>Section:</b> Careline & CCTV	<b>Directorate:</b> HRD
<b>Responsible to following manager:</b> Careline & CCTV Keith Free	<b>Responsible for following staff:</b> None
<b>Post Number/s:</b>	<b>Last review date:</b>

#### Working for the Richmond/Wandsworth Shared Staffing Arrangement

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

### Job Purpose

To answer and respond to all LBRuT's out of hour's and Careline Telecare alarm calls that come into the Careline Control Centre, To monitor LBRuT CCTV Cameras. To provide Support to those Housing Associations and Partnerships services and agencies who have contracted with Careline. We provide a monitoring and response service currently both in the London Borough of Richmond and neighbouring borough of Kingston upon Thames. You will currently be based at the Civic Centre in Twickenham. This post will, in the next 12 – 18 months, move to a control room in Wandsworth which will provide a joint service to the London Borough of Richmond and the Borough of Wandsworth.

1. To implement the Department's policies and procedures, undertaking all duties and interactions with service users, partner providers and colleagues fairly, without unlawful discrimination and with due regard to the Council's Diversity and Equality policies.
2. To implement the Council's principles of Customer Care.
3. To maintain high professional standards in carrying out the role, acting without access to line managers whilst retaining accountability for actions and decisions.
4. To be available for shift pattern out of hours working, weekends and bank holidays and on call duties.
5. To be available for additional rota hours that may be required to cover sickness, annual leave and other absences.
6. To follow the Department's guidance on lone and safe working practices and take responsibility for own contribution to Health and Safety procedures.
7. To take part in emergency planning as required.
8. To undertake any other duties commensurate with the job functions.

### **Specific Duties and Responsibilities**

#### **Telecare Alarm Call Handling**

1. To respond to and resolve emergency calls received by the centre when on duty.
2. To maintain contact with any alarm caller until the problem has been resolved.
3. To resolve all emergency situations by calling the appropriate agencies or nominated key holders.
4. To give the appropriate help and advice to all residents calling the Control Centre who are not in need of emergency assistance.
5. To make regular test calls and report any systems malfunctions to the Alarms Manager.
6. To clean the alarms and peripheries when they are returned to the centre.

7. To maintain an accurate record of all calls received.
8. To amend, enter or delete as appropriate details of residents using the scheme maintaining both manual and computer records.
9. To have a working knowledge of the range of Telecare alarm peripherals that are available and to promote these as appropriate.
10. To programme Telecare alarms / peripherals as instructed by the Alarms Manager and ensure the correct paperwork is fully completed
11. To be responsible for master keys, keys to buildings, and other keys stored in the control room.

#### **Support Officers Service**

1. To have a working knowledge of the range of Telecare alarm peripherals that are available and to promote these as appropriate.
2. To programme, install Telecare alarms / peripherals as instructed by the Alarms Manager and ensure the correct paperwork is fully completed.
3. To provide an emergency response to users alarm calls when on the duty rota for out of hour's calls, when necessary to provide on call cover for colleagues, sickness, annual leave and training. To be on call out of hours to provide an emergency response to users alarms and sheltered housing blocks.
4. To provide cover for Sheltered Housing Officers during their absence for welfare check calls and emergency assistance.
5. To assist tenants in emergency situations by contacting family and appropriate agencies.
6. To be responsible for master keys, keys to buildings, individual tenants flats.
7. To be aware of any significant changes in a tenants condition and report the matter to the appropriate agencies.
8. To provide temporary assistance to tenants in times of minor emergencies.
9. To ensure repairs are reported and undertaken.
10. To report any alarm system malfunctions to the Alarms Manager.

11. To maintain any records required on the premises and pass to the Control Centre as necessary.

To visit customers in their own homes out of hours to assess customer's welfare needs, the ability to work independently, the ability to communicate and negotiate with professional bodies and agencies, carry out risk assessments for the purpose of procuring emergency care package provisions.

### **CCTV**

1. To monitor CCTV screens and follow defined standards of protocol.
2. To determine when it is appropriate to notify and handover control to the Police.
3. To ensure recording is maintained and data secured effectively.
4. To maintain strict confidentiality surrounding individuals or equipment.

### **Training**

1. To attend team meetings.
2. To attend supervision meetings.
3. To have a yearly appraisal with a 6 monthly review.
4. To attend training courses and undertake operational training qualifications.
5. To attend Partnership Telecare development sessions

### **Generic Duties and Responsibilities**

- To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.

- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
- To adhere to security controls and requirements as mandated by the SSA's policies, procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the role within the council.
- The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

#### **Additional Information**

**This post is expected to be transferred to the shared staffing arrangement joint service planned to be based at Wandsworth and applicants may be expected to travel between the two boroughs of Richmond and Wandsworth**

#### **Team structure**

For the current structure please go to The Loop.

## Person Specification

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### Our Values and Behaviours

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

**Being open.** This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

**Being supportive.** This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

**Being positive.** Being positive and helpful means we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a ‘can do’ attitude and are continuously looking for ways to help each other improve.

<b>Person Specification Requirements</b>	<b>Assessed by A &amp; I/ T/ C (see below for explanation)</b>
<b>Knowledge</b>	
A knowledge of relevant legislation, policies and issues relating to public space CCTV and Careline services	A/I
<b>Experience</b>	

Experience of working in a multifunction control room	A/I
Experience of allocating and prioritising incoming work effectively ensuring appropriate responses in accordance with Council policies and procedures.	A/I
Experience of identifying and managing risk	A/I
Experience of working with/programming Telecare equipment and peripherals or similar support systems in a social care setting	A/I/T
Experience of achieving positive outcomes for service users.	A/I
Experience or knowledge of the use of public space CCTV systems	A/I
Experience of maintaining accurate records using various IT or paper based systems	A/I/T
Experience of working with confidential data	A/I
Experience of and willingness to work in a shift working Environment	A/I
<b>Skills</b>	
To possess a full UK driving licence	A/C
To have unrestricted use of own motor vehicle and be prepared to insure same for business use	A/I/C
<b>Qualifications</b>	
A recognised qualification in adult social care	C
Training in the use of Public Space CCTV and control room operations.	C

**A – Application form / CV**

**I – Interview**

**T – Test**

**C - Certificate**

