

**Role Purpose**

To respond to community alarm calls by communicating with customers in their own homes via an electronic community alarm system.

To record information on the Electronic Call Monitoring System, monitor the calls and data and provide a service that meets the requirements of company policies, procedures and guidelines. Respond to Community Alarm emergency calls by attending customer’s homes to enable individuals to live safely and independently.

Support customers with personal care needs when required.

To install appropriate equipment for customers in order for them to remain independent and safe within their home and community.

Provide a service that meets the requirements of the Care Quality Commission (CQC), departmental policies, procedures and guidelines.

**Key Relationships**

<b>Line Manager:</b>	Resource Managers
<b>Direct Reports:</b>	N/A
<b>Other key contacts:</b>	Helpline and Response customers and their families, as well as staff working for key partner organisations within Oldham (e.g. Oldham Council, First Choice Homes, Housing 21, Community Health Workers, GPs, emergency services, etc)

**Main Accountabilities and Responsibilities**

**Key Tasks, Accountabilities and Responsibilities**

- Respond to all incoming calls via the community alarm system by listening to caller’s needs, assessing and recognising requirements through a triage procedure, providing an appropriate response in the form of advice, reassurance, information or the summoning of specialised assistance, as necessary.
- Monitor emergency calls initiated by other means such as smoke detectors, gas detectors, thermostats, pressure pads etc and respond as appropriate.
- Ensure community alarm and equipment information and orders for repairs are entered and updated accurately and consistently on the relevant system and are allocated to appropriate staff where necessary.
- Provide data as required by the Manager.
- Complete system checks, liaising with service engineers as necessary, complying with procedures, reporting all faults promptly.
- Monitor regular response users with their agreement and as part of an arrangement made by a Care Manager or Social Worker.
- Be responsible for the security and safety of required equipment used within the working day.
- Carry out system administration daily, ensuring that all relevant information is updated as required.
- Be responsible for the assessment and installation of equipment in a variety of settings.
- Respond to emergency calls in the community providing a safe and appropriate response.

- Assess and provide an appropriate response in the form of advice, reassurance, physical support or the summoning of specialised assistance as necessary.
- Use emergency lifting equipment to deal with customers who have fallen after an assessment of injury has been completed, ensuring the person is safe and comfortable.
- Liaise with System Operators providing information regarding customer updates on the system.
- Liaise with System Operators reporting any identified risks regarding the customer, property or area.
- Respond to incoming requests from emergency social work teams or health colleagues i.e. providing services in a crisis situation.
- Respond to support required for Oldham Carers Emergency Support Service.
- Be responsible for the upkeep of the vehicles, reporting any faults to line manager.
- Be responsible for the manual handling equipment and reporting any faults to line manager.
- Work flexibly across all MioCare Group services and health services as and when required.
- Provide any other reasonable tasks within your job scale as instructed by your manager.
- Ensure the health and safety and welfare of self, colleagues and customers whilst working, reporting any concerns immediately to your line manager.
- Ensure the appropriate use, maintenance and storage of moving and handling equipment
- Attend regular supervisions, appraisals, team meetings and undertake training as required, including relevant qualifications.
- Maintain strict confidentiality of customer's information and circumstances.
- Provide continuity of service at shift hand-over time, by advising relief staff of any specific requirements for follow-up actions required.
- Work in accordance with hours of service, determined by the management team.
- Maintain the security of individual's homes.
- Work in accordance with the policies and procedures of the organisation and relevant legislation including confidentiality and health and safety policy guidelines.
- Undertake any other duties appropriate to the purpose of the post required by the company.
- Be familiar with customer care and ensure that the organisations policies and procedures relevant to this are adhered to.
- When competent, undertake recording measurements including blood pressure and urine tests in the home. A clinician will make the decision for further action to be taken.
- When competent, complete simple dressings and assessment of patient's tissue viability as delegated by a registered nurse.
- Participate in the induction of new staff.

### **General Duties**

- Maintain a record of all customer contacts, service requests received and responded to, by logging the type of call, the date, time and the action taken.
- Update data to a high standard of accuracy that has been shared over the telephone .
- Input new customer details and amend information as and when new details are received.
- Receive and respond to calls from customers to ensure that reassurance, comfort and assistance is provided in a calm and friendly manner irrespective of ethnic origin, gender, disability or circumstances.
- Provide continuity of service at shift hand-over by advising relief staff of any specific requirements for follow-up action.
- Work in accordance with hours of service determined by the management team.
- Maintain the security of the Control Centre and office at all times, in accordance with agreed procedures, identifying problems or defects and reporting them promptly.
- Participate in staff meetings and training sessions as required and provide support to new colleagues i.e. shadowing and basic instruction.

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- Provide assistance when required to other workers (e.g. Emergency Duty Social Worker, Wardens etc).
- Work in accordance with the policies and procedures of the organisation and relevant legislation including confidentiality and Health and Safety policy guidelines.
- Ensure personal safety and that of others.
- Undertake any other duties appropriate to the purpose of the post required by the organisation.
- Be familiar with customer care and ensure that the organisations policies and procedures relevant to this are adhered to.
- Deal with emergency calls, providing care with dignity and respect, with an empathetic approach.
- Be familiar with customer care and ensure that the organisations policies and procedures relevant to this are adhered to.

### **Response and Operator Duties**

- Respond to calls directed to you by the System Operator.
- Use relevant equipment to help with any moving and handling issues that may occur, ensure all manual handling procedures are adhered to.
- Report back to the System Operator of any issues that may need logging or needing further assistance.
- Complete a vehicle check at the start and end of each shift and report any defects.
- Ensure all equipment i.e. phones and all moving, and handling equipment is fully charged and in good working order.
- Provide emergency care to customers in a crisis situation.
- Maintain technical systems in the control room and report any faults.

### **Standard Duties**

- Actively promote the equalities and diversity agenda in the workplace and in-service delivery.
- Uphold and implement policies and procedures of the company; including customer care, data protection, finance, ICT, safeguarding, health and safety, complaints and compliments policies.
- Actively engage with the behaviours and values of the company.
- Adhere to the relevant quality standards.
- Undertake continuous professional development and to be aware of new developments, legislation, initiatives, guidelines, policies and procedures as appropriate to the role.
- Undertake any additional duties commensurate with the level of the post.
- Suggest areas for service and process improvement.

### **Special Conditions**

- DBS disclosure required – enhanced

Note; the MioCare Group operates a no smoking policy that all staff are required to comply with.

Hours are to be worked according to the needs of the service and will involve working on variable night shifts to cover a 24/7 service. There will be occasions when you will be required to alter your workday at short notice to cover for sickness, annual leave or other eventualities.

**[Please see next pages for Person Specification]**

	Selection criteria (Essential)	Assessment Method*
<b>Education and Qualifications</b>	NVQ Level 2 in Health and Social Care or willingness to achieve within two years.	AF / I
<b>Experience</b>	<p>Experience of working in an adult health and social care provision and supporting customers who are vulnerable.</p> <p>Experience of working within a customer orientated environment.</p> <p>Experience of communicating with a variety of people face to face and via the telephone.</p> <p>Experience of carrying out clerical and administration tasks.</p> <p>Experience of working as part of a team to achieve common objectives.</p>	<p>AF / I</p> <p>AF / I</p> <p>AF / I</p> <p>AF / I</p> <p>AF / I</p>
<b>Skills and Abilities</b>	<p>Must have an understanding of the key issues involved in assessing and meeting the needs of customers.</p> <p>Ability to converse at ease with members of the public, customers, other professionals and provide advice in accurate spoken English.</p> <p>Ability to deal with sensitive phone calls that may be emotional or distressing.</p> <p>Ability to complete work logs and operational reports.</p> <p>Ability to communicate effectively verbally and in writing, including work logs, operational reports and liaising with the public, colleagues and other professionals.</p> <p>Ability to prioritise own workload effectively and work to specific deadlines and work calmly under pressure in an emergency situation.</p> <p>Identify and act on solutions to problems, dealing confidently with difficult situations.</p> <p>Ability to work as part of a team and on own initiative.</p> <p>Ability to understand the process of risk and be responsible for completing risk assessments.</p>	<p>AF / I</p> <p>AF / I</p> <p>AF / I</p> <p>AF / I</p> <p>AF / I</p> <p>AF / I</p> <p>AF / I</p> <p>AF / I</p> <p>AF / I</p>

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	<p>Ability to take ownership and responsibility for own area of work and take appropriate actions.</p> <p>Ability to work without the need for routine approval of day to day decisions and actions from managers.</p> <p>Must have an understanding of the key issues involved in assessing and meeting the needs of customers.</p> <p>The ability to undertake moving and handling tasks.</p> <p>The ability to utilise computers and computer-based information and administration systems.</p> <p>Must have knowledge and understanding of equipment and systems.</p>	<p>AF / I</p> <p>AF / I</p> <p>AF / I</p> <p>AF / I</p> <p>AF / I</p> <p>AF / I</p>
<b>Knowledge</b>	<p>Understanding of Care Quality Commission (CQC) standards.</p> <p>Good geographical knowledge of the Oldham borough.</p> <p>Demonstrate a clear understanding of health and safety.</p> <p>Must have an understanding of the key issues involved in assessing and meeting the needs of customers.</p> <p>Knowledge of the MioCare Group's policies and procedures.</p>	<p>AF / I</p> <p>AF / I</p> <p>AF / I</p> <p>AF / I</p> <p>AF / I</p>
<b>Work Circumstances</b>	<p>Ability and willingness to work a shift system 365 days a year, 24 hours a day.</p> <p>Required to work flexibly to meet the needs of the service and requirements of the post.</p> <p>Must be able to access the full range of customer homes and work flexibly across all health and care establishments as required.</p> <p>Must possess a current, valid driving licence.</p> <p>Note; the MioCare Group operates a no smoking policy that all staff are required to comply with.</p>	<p>AF / I</p> <p>AF / I</p> <p>AF / I</p> <p>AF / I</p> <p>AF / I</p>

**\*AF = Application Form, I = Interview**

**Note; any candidate with a disability who meets the essential criteria will be guaranteed an interview.**