Role profile

**Care & Response Community Alarm Shift Manager**

**Our values:**

**We are dedicated, respectful, collaborative. We are Milton Keynes City Council.**

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| **Service** | Adult Services |
| **Reports to** | Care & Response Community Alarm Manager |
| **Job family** | Care and Welfare |
| **Grade**  | G |
| **Political restricted?** | N |
| **DBS required?** | Y – enhanced |
| **Date**  | July 2024 |
| **JE Code** | JE1995 |

Key deliverables

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| **1** | To provide day to day lead for the Control Room team which operates 24 hours a day 365 days a year. Providing an emergency answering and response service to over 5000 residents. Monitoring the changing need of people using the service and adapting support to effectively meet these needs and ensuring positive outcomes for customers. This includes taking calls for a variety of council out of hour services, contacting Emergency Planning, Depro, Highways, emergency social workers, emergency services. |
| **2** | To provide management support across different locations in the community (services users own homes), monitoring the quality-of-service delivery and ensuring that the service is consistently meeting TSA (Telecare Services Association) standards in line with the Quality Assurance Framework. This will include working a range of shifts including some evening and weekends (AWP applied).  |
| **3** | Using own professional knowledge and experience to ensure the most appropriate action is taken to safeguard service users, including reassurance, calling NOK, despatching a Care & Response Officer, calling emergency services or other internal or external partner. Overseeing safeguarding and health and safety and using own initiative to identify risks and solutions to arising challenges. The nature of the service means that types of enquiries and calls may be unique in nature, complexity, seriousness, and potentially life-threatening events, therefore the postholder needs to be able to think on their feet and find solutions to problems presented or know who to escalate these to. Report any identified issues or concerns to the Care & Response Community Alarm Manager. |
| **4** | To ensure that team recording is in accordance with policy, GDPR, Service user agreement and that the service meets legal requirements and guidance, including the Care Act, Mental Capacity Act, and TSA Quality Assurance Framework. Due to the multi-disciplinary support provided by the service, there is a requirement for the post holder and team to have good working knowledge of a range of electronic reporting and recording systems, where accuracy and ability to record factual information is essential. This will include regularly completing and contributing to service audits, reviewing procedures and processes, and working actively to identify areas for improvement and efficiency. Any issues or concerns identified must be reported to the Care & Response Community Alarm Manager.This will include regularly completing and contributing to service audits, reviewing procedures and processes, and working actively to identify areas for improvement and efficiency. Any issues or concerns identified must be reported to the Care & Response Community Alarm Manager. |
| **5** | To lead and report to line manager, service manager or head of service on HR issues such as recruitment, ill health and capability management, attendance monitoring, performance management and fact-finding. Collating and analysing arising information, writing, and delivering reports as required under MKC policy. |
| **6** | To assist on the analysis, benchmarking and interpretation of data and information to inform service development and improved practices, collating and presenting reports for a range of audiences to facilitate review, planning, monitoring and intervention. Such information may include analysis of frequent callers, understanding the nature of call, whether the person is entering crisis and a need to escalate to other services for intervention to reduce risk, harm or death and reduce risk of reputational damage to MKC.  |
| **7** | To actively manage first line concerns and complaint investigations from people who use services and their families to ensure that they are properly investigated and resolved within agreed timescales. Report and action areas of service improvement and learning arising from these, developing a feedback and improvement loop to ensure outcomes are delivered and maintained. |
| **8** | Working under the direction of the Care & Response Community Alarm Manager to ensure team members have the appropriate skills and develop staff skill sets through coaching, monitoring live calls, auditing of recorded calls, multi-disciplinary working, and arranging specific training to ensure meet national TSA standards. Enabling the service to continue to manage calls and responses to people with often complex physical and mental health needs. This may require being involved with specific project work to drive forward service improvement and opportunities. |
| **9** | Understanding when to escalate and when to proactively and autonomously make and own decisions using professional knowledge and experience. Ensuring these decisions evidence consideration of risk and are made with joint working and ‘one team’ thinking, and that all actions are reported appropriately to the Care & Response Community Alarm Manager. |

*Within reason these key deliverables may evolve to meet service need and it is expected that you will be flexible and adaptable in your delivery to meet both service and city council wide needs*

**Essential requirements** Key skills, expertise, and qualifications

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| **1.** | NVQ 4 in Management of equivalent or to be undertaken in the first 6 months of employment.  |
| **2.** | Supervisory / appraisal skills, proven ability to supervise, manage attendance, manage performance. |
| **3.** | Experience in Alarm Receiving Centre and/or working in a Social Care environment with strong customer service background. |
| **4.** | Supporting and enabling the team to improve performance and encouraged them to take responsibility for their own development. |
| **5.** | Oversee the rota ensuring that cover is maintained to ensure service in delivered 24/7 365 days a year. |

Job family

**Care and Welfare (Grade G)**

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| **Colleague expectations*** Be professional at all times
* Work together for the good of the team, city council and local people
* Promote a supportive culture
* Challenge assumptions
* Take ownership
* Be willing to change and do things differently
* Always work in a safe manner
 | **Manager expectations*** Be a role model by displaying positive behaviours at all times
* Make well-considered decisions
* Support, coach and communicate with my team
* Be accountable for my team’s performance
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Care and Welfare family jobs have as their primary responsibility the vulnerable members of our community who depend upon the city council for direct advice, guidance and practical assistance. They may personally carry out caring related tasks, or manage those that do, but it is personal interactions with those in our care that are at the centre of these roles.

This element of the profile, taken from the job family descriptor for this grade, provides a general understanding of the level of work and demands required.

**Role characteristics**

At this level posts comprise front-line positions requiring a combination of professional qualifications and extensive experience in order to make consequential assessments and judgements in relation to the care and welfare of vulnerable children and adults. Working either in residential or non-residential teams, job holders’ freedom to act will be based not simply upon laid down procedures but also on more general professional and corporate policy guidelines.

**The knowledge and skills required**

At this level, the expertise that underpins job holders’ decisions and authoritative recommendations is grounded in either the theory of social work and/or associated disciplines or very extensive practitioner level experience. Job holders may require specific qualifications in order to comply with the legislative and regulatory requirements of their job.

Jobs at this level which do not quite require the in-depth theoretical knowledge described above will offset this with higher levels of financial responsibility and/or personal impact factors such as physical effort or more difficult working conditions. Roles at this level will engage with others in assisting with physical tasks requiring some modest manual dexterity. Computer use is also a day to day feature of these roles.

**Thinking, planning and communication**

Job holders need developed communication skills to engage at the appropriate level with service users. Two-way communications where inherent barriers exist is regularly challenging and post holders must couch their advice and persuasive messaging in terms which can be understood. These skills are likely to have been gained through specific experience and training.

Whether resulting from their own case work or from issues escalated from other areas, the problems and situations dealt with will inevitably be complex, involving multiple information streams such as individual needs assessment, consideration of resource allocation and prioritisation of conflicting demands. Although still working on a day to day basis with groups and individuals, there will also be a need to take a longer view which maybe up to a year ahead in some cases. Two-way communications where inherent barriers exist is regularly challenging and job holders must couch their advice and persuasive messaging in terms which can be understood. These skills are likely to have been gained through specific experience and training.

**Decision making and innovation**

The procedures, approaches and techniques required to fulfil the duties of these roles may be professionally based and/or defined by internal recognised protocols, but job holders will organise their own workload in accordance with changing demands and priorities.

Job holder will independently respond to problems, some of which may not have been encountered previously. They will have access to advice and assistance from team managers or supervisors when serious issues arise.

**Areas of responsibility**

Job holders are responsible for the accurate and timely assessment of service user needs. As well the identification and delivery of appropriate care and welfare solutions under a variety of circumstances over more than a day to day timescale.

Job holders will generally have formal management responsibility within their team or centre. Those at this level who do not have this responsibility will be social work profession- also, whose specialist qualifications offset this slightly reduced demand.

These roles are unlikely to have any financial responsibilities beyond the occasional handling of modest amounts of cash, sometimes on behalf of others.

Job holders will create and maintain work records, both written and electronic. There will, in addition, be sole or shared responsibility for the safe use and basic maintenance of a range of equipment, premises and/or vehicles.

**Impacts and demands**

At this level, the requirement for greater than normal physical effort is modest, although there will always be a need for limited standing, walking and the lifting/carrying of equipment and other items. Awareness of the actions of children, vulnerable adults and others will call for long periods of sensory attention. Job holders will also be required to have moderate periods of concentrated mental attention, for example when report writing or attending case meetings. Given the range of case work involved, job holders will also experience the pressures of deadlines and conflicting demands.

The nature of these roles is such that most of the client relationships job holders are required to develop and maintain will need them to exert greater than normal emotional resilience, with some particularly challenging service users placing intense emotional demands upon them.

Working directly with vulnerable service users will result in some exposure to disagreeable, unpleasant or hazardous environmental working conditions. This may extend to dealing with odours, intimate care and bodily fluids, and will also see job holders exposed to unpleasant or even threatening people related behaviour from time to time.