Role profile

**Care & Response Community Alarm Manager**

**Our values:**

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

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| **Service** | Adult Services |
| **Reports to** | Service Manager – Sheltered Housing & Community Alarm |
| **Job family** | Care and Welfare |
| **Grade**  | I |
| **Political restricted?** | Y  |
| **DBS required?** | Y - enhanced |
| **Date**  | October 2024 |
| **JE Code** | JE1807 |

Key deliverables

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| **1** | To be responsible for the Care & Response Community Alarm Service, developing and maintaining service level agreements for alarm monitoring contracts and out of hours services.  |
| **2** | To manage and monitor the service budget, liaising with colleagues in Finance and ensuring any over or underspends are reported in a timely manner. Management of debts. |
| **3** | To have overall responsibility for the maintenance and updating of all relevant equipment, as well as the Disaster Recovery site.  |
| **4** | To ensure adequate trained staffing across a 24 hr/365 days per year service.  |
| **5** | To identify and implement areas of improvement and development within the service. |
| **6** | To ensure the team have the skills required to deliver the service and perform in line with Telecare Service Association (TSA) standards, analysing performance and audit data to meet the requirements of the Council and partners.  |
| **7** | To identify opportunities to increase the number of recipients of the service and generate additional income. Ensuring an adequate stock of equipment and negotiating contracts with suppliers. Promotion of the service, both internally and externally. |
| **8** | To keep abreast of developments in assistive technology to ensure the service remains up to date and provides best outcomes for citizens. |

*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 Level 4 in Management, or equivalent, as well as experience of providing leadership to a staff group. |
| **2** | The ability to use IT systems and contribute to service development. |
| **3** | Able to develop and maintain positive relationships with internal and external partners. |
| **4** | Ability to analyse data to measure performance and produce reports for internal and external use. |
| **5** | A working knowledge of Technology Enabled Care (TEC). |
| **6** | The ability to resolve or minimise issues that could affect business continuity.  |

Job family

**Care and Welfare (Grade I)**

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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 roles are generally either senior practitioners or managers. Senior practitioners will use their advanced theoretical understanding of their specialist field to make highly consequential decisions directly impacting the welfare of those in city council care but are unlikely to have formal management responsibilities.

Managers’ principal work focus is on the ongoing care and welfare of those in their charge and the management of a local workforce.

**The knowledge and skills required**

The expertise that underpins job holders’ decisions and authoritative recommendations is grounded in either an advanced level of theoretical understanding of a very wide range of social work issues and/or associated disciplines, or an equivalent level of very lengthy practitioner level experience.

Roles may require specific qualifications in order to comply with the legislative and regulatory requirements of their job.

At this level, job holders 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 will regularly deal with highly charged, contentious situations and individuals whose behaviour ranges from merely challenging to aggressive and threatening. Job holders will have developed their essential communication skills through a combination of formal training and lengthy experience. Delivering the desired outcomes of interventions with families and individuals will depend upon effective advisory and persuasive skills in the context of exchanges with a range of audiences, some of whom will have inherent comprehension or language difficulties.

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 maybe up to a year ahead in some cases.

**Decision making and innovation**

Job holders have freedom to operate within more general policy guidelines rather than highly defined procedures. Indeed, they will be expected to use their initiative to translate corporate policy into effective operating protocols and deal with even major issues as they arise without recourse to managerial advice or direction.

**Areas of responsibility**

Job holders will not only implement important and far reaching care programmes to the direct benefit of families and individuals, but they will also contribute to the development of corporate policies and procedures in their working sector.

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 professionals, whose specialist qualifications offset this slightly reduced demand.

Job holders will be expected to account for considerable amounts of money and/or make discretionary spending decisions from an agreed budget.

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**

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 high level pressures of deadlines and conflicting demands.

Job holders are required to develop and maintain client relationships which may need them to exert greater than normal emotional resilience, with particularly challenging service users.

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 behaviour from time to time.