**ROLE PROFILE**

**Role Title:** Care and Response Officer

**Service Area:** Care and Response

**Directorate:** People

**Accountable to:** Response Manager

**Post Number(s):** 50011141 50011142 50011144 50011147

 50011149 50011152 50011157 50011154

 50011156 50015592 50011153 50011155

 50011158

**Grade:** MKC D

**JE Code:** JE0575 Competency Level: 1

**Purpose of job**

To either work as a Mobile Warden responding to emergencies and dealing with Alarm equipment, OR to work as a Control Operator assessing and escalating actions in response to Alarm calls or out-of-hours services. To help maintain the independence of service users in their own homes and to work closely with other services especially out of hours.

**Key Objectives**

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| 1 | Mobile Warden: To respond immediately to emergency calls from service users connected to the Alarm and Telecare Service. To assess the situation and escalate as appropriate to the service user’s needs, offering basic first aid and referring to emergency services as required. |
| 2 | Mobile Warden: Programming, installation, maintenance and collection of alarm equipment.  |
| 3 | Mobile Warden: To provide welfare checks and scheme visits to ensure the well being and safety of service users. |
| 4 | Operator: To operate the Alarm call handling system to provide a quality response service to vulnerable service users. |
| 5 | Operator: To access and escalate calls as appropriate to the service users needs. |
| 6 | Both: Ensure clear, accurate and concise records are kept and passed on to the appropriate persons and agencies using the agreed procedures. |
| 7 | Both: Ensuring that families of service users, internal departments and external agencies are kept informed of emergency actions. |
| 8 | Both: To provide cover to colleagues in the event of annual leave and sickness ensuring continuity of service, and to meet national standards for alarm receiving centres. |

**Scope**

Mobile Warden Role:

The role is principally based in the community. Mobile Wardens work independently, but are supported by shift partners, the wider team and night carers. The role involves supporting with over five thousand Alarm and Telecare connections in the Milton Keynes area.

Control Operator Role:

The role is principally based at the Alarm Receiving Centre. Dealing with over five thousand Alarm and Telecare connections in Milton Keynes and other geographic regions, as well as responding to over 50 service contracts.

Both roles can at times be challenging and there is potential exposure to verbal abuse or aggression from service users.

**Work Profile**

Both elements of this job profile require significant knowledge of the needs associated with older people, disabled and other vulnerable groups; taking into account diverse cultural requirements is also an essential element of the role.

Mobile Warden Role:

The key responsibility of the role is responding immediately to emergency calls passed by the Control room Operators. The role holder will assess each emergency and escalate within agreed procedures and national policies. More routinely the Mobile Warden’s are responsible for programming, installing, maintaining and collecting alarm equipment.

Control Operator Role:

A key responsibility of the role is the accurate and concise receiving, recording and delivery of information regarding the wellbeing and safety of service users. The role holder will assess each call and escalate within agreed procedures and national policies. An ability to use multiple computer applications in the provision of Alarm and out-of-hours services, to deliver key objectives.

**Job Context** (attach the organisation chart(s) relating to the role )

**PERSON SPECIFICATION**

**In this section the Skills, Knowledge, Qualification and Competency requirements to perform the role to a satisfactory standard are set out. The extent, nature and level of the role holder’s knowledge and skills should be specified**

**Awareness** some knowledge or skills sufficient to show aptitude and the ability to learn in the particular work area

**Significant**  knowledge and skills gained through practice and/or qualification sufficient to fulfill the role requirements

**Extensive** knowledge and skills gained through practice and/ or qualification to fulfill the role requirements and contribute to training others and developing policy and practice in the work area

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| **PERSON SPECIFICATION**  | **Examples specific to role** | **Required** | **Level** | **Method of Assessment interview, testing, reference** |
| **Essential** | **Desirable** | **Awareness** | **Significant**  | **Extensive** |
| **SKILLS AND KNOWLEDGE** **Technical knowledge and qualifications**  | * Qualifications: NVQ3 Health & Social Care, Telecare Certificate Level 3, or equivalent.
 |  | **✓** |  | **✓** |  | Application Form |
| * An aptitude to learn and use multiple information technology systems
 | **✓** |  |  | **✓** |  | Application & Test |
| * Experience of Social Care or Alarm Receiving Centres
 |  | **✓** |  |  |  | Application Form |
| * Experience of working shift patterns
 | **✓** |  |  | **✓** |  | Application From  |
| **Planning and organising work**  | * Able to make emergency decisions, escalating appropriate response in accordance with protocols and procedures.
 | **✓** |  |  | **✓** |  | Interview & Test |
| **Planning capacity and resources** | * To cover operational shifts often at short notice to meet the needs of a 24hr service.
 | **✓** |  |  | **✓** |  | Application Form& Interview |
| **Influencing and interpersonal skills** | * Good communication skills: Telephone, written and spoken
 | **✓** |  |  | **✓** |  | Application Form& Interview |
| * An ability to adapt communication to meet the needs of the caller o r service user as appropriate to the situation.
 | **✓** |  |  | **✓** |  | Application Form& Interview |
| **PROBLEM-SOLVING****Using initiative to overcome problems** | * Able to work using own initiative independently or as part of a team.
 |  | **✓** |  | **✓** |  | Interview & Test |
| * To effectively deal with service users problems and get it right first time.
 |  | **✓** |  | **✓** |  | Application Form |
| **Managing risk** | * Taking responsibility for self and environment ensuring that risks are minimised.
 | **✓** |  |  | **✓** |  | Interview |
| **Managing change** | * Being receptive to change.
 | **✓** |  |  | **✓** |  | Application Form |
| **ACCOUNTABILITY and RESPONSIBILITY****Undertakes tasks without supervision** | * A responsibility to make appropriate decisions in the event of emergency, either as a Mobile Warden or when call handling, and dealing with out-of-hours services.
 | **✓** |  |  |  | **✓** | Application Form & Interview |
| **Managing people**  | * Effectively handling inappropriate behaviour to ourselves and others.
 |  | **✓** | **✓** |  |  |  |
| **Managing financial resources** |  |  |  |  |  |  | N/A |

**COMPETENCIES REQUIRED – All post holders must be able to comply with the Council’s core competency requirements which include communication, respect for others, customer service, drive for results, delivering the promise and continuous personal development.**

**SPOKEN ENGLISH FLUENCY DUTY REQUIREMENT - The ability to converse at ease with members of the public and provide advice in accurate spoken English is essential for this post.**

**In addition for those posts with management responsibilities the competencies will include managing self and personal skills, providing direction, facilitating and managing change, working with people, using resources, achieving results, promoting policy, values and culture, customer service and health and safety.**

**Other information**

* able to travel to meet service delivery requirements
* available to undertake work outside of normal working hours

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| Signed Job holder  | Signed Line Manager  | Signed Service Head  | Date |