



Care & Response Officer

Community Alarm

JE Code: 0575

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| **Values – We are dedicated, respectful, collaborative, we are Milton Keynes City Council** | |
| **Service:** | Adult Services |
| **Reports to:** | Team Leader |
| **Job Family:** | Care and Welfare |
| **Grade:** | D |
| **Political restricted:** | N |
| **Date:** | September 2022 |

**Key Deliverables**

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| **1.** | Mobile Response: To respond immediately to emergency calls from service users with a variety of complex needs, connected to the Care & Response Centre. 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 Response: Programming, installation, maintenance and collection of Telecare & Telehealth equipment and ACCESSORIES following health and safety procedures to ensure service users and officers safety. |
| **3.** | Mobile Response: To provide welfare checks, assessment and scheme visits to ensure the wellbeing and safety of service users. Carry out annual reviews to maintain equipment, ensure fit for purpose and assessment for additional Telecare support.Contact details updated and reassessment of personal needs to identify the changing needs of the service user*.* Referring to other services to ensure appropriate support is put in place to minimise risk and help service users to live as independently as possible. |
| **4.** | Operator: To operate the Community Alarm call handling system to provide a quality response service to vulnerable service users, working within specific national standards for call response. |
| **5.** | Operator: To access and escalate calls as appropriate to the service user’s needs. Including making referrals as necessary for other services. To have a working knowledge of a variety of procedures in-line with the MKC services and partner organisations supported via the Care & Response Centre. |
| **6.** | Both: Maintain and update manual and computerised systems to 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. Including obtaining and reporting accurate and relevant information during civil emergencies to senior leadership. |
| **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 Care & Response Centre. |

*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 council wide needs*

**Essential Requirements (key skills & qualifications)**

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| **1.** | Demonstration of an awareness of needs of vulnerable members of the community and an empowering attitude to promoting positive life experiences. |
| **2.** | Ability and commitment to working flexibly supporting people with a range of different needs including dementia, complex health needs, multiple disabilities and/or behaviour of concern. |
| **3.** | Evidence of excellent communication skills, including good writing skills and ability to record clearly, accurately, and succinctly. Ability to adapt communication to the needs of the caller. |
| **4.** | Demonstration of an understanding the importance and purpose of confidentiality in recording and sharing information. |
| **5.** | Evidence of the ability to respond in complex or crisis situations, with awareness of assessing and managing risks. To make appropriate decisions in event of emergencies. |



Job Family

Care & Welfare

Grade D

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| **Colleagues expectations**   * Be professional at all times * Work together for the good of the team, 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 | **Managers 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 |

# Care and Welfare family jobs have as their primary responsibility, the vulnerable members of our community who depend upon the 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.

### Role characteristics

At this level job holders provide front-line advice and assistance to vulnerable clients in a variety of settings. Working within strict procedural guidelines to ensure their health, welfare and the optimum delivery of Council services. A great deal of post holders’ working time will be spent interacting with individuals, in responding to a variety of enquiries and visiting people in their own homes.

### The knowledge and skills required

The type of skills and knowledge required for these roles will come from a combination of experience in front-line public service jobs and focused formal training and education. Specific sector qualifications may be a requirement for some roles, but even when this is not the case, job holders will need knowledge of appropriate communication skills and techniques to effectively interact with those they support and respond to.

Many roles at this level will engage with others in assisting with physical tasks requiring greater than normal manual dexterity.

### Thinking, planning and communication

Assessing the immediate needs of others and devising appropriate responses is a central element of roles. Solutions to day-to-day problems come generally from established practice and guidelines but job holders will also need to be creative in their approach to engaging with those they support and respond to.

Effective communication is at the heart of these roles. Listening to others, assessing their basic needs and working with them to achieve agreed outcomes is central to ensuring their wellbeing. Not all individuals will be able to express themselves eloquently, and others will need straightforward messages couched in accessible terms.

**Decision making and innovation**

With the health, safety and welfare of vulnerable individuals of prime importance, it will be necessary for job holders to work within well established guidelines to ensure consistency across the team and service. Within these boundaries job holders will regularly make minor day to day decisions in relation to such things as daily working priorities, the type of response and actions taken or other practical matters.

### Areas of responsibility

The prime responsibility for job holders will be to ensure the welfare of the individuals and family groups they serve. They will be in the front-line of the Council’s response to service users’ needs and will carry out tasks or duties which have a direct impact on them.

Other than assisting new colleagues in their induction by demonstrating duties, job holders at this level will not be expected to supervise or manage others.

These roles are unlikely to have any financial responsibilities.

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

With the emphasis on working with others in a variety of settings, these roles will often see job holders either on their feet or engaged in activities requiring some ongoing physical effort.

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, Given the unpredictable volume of calls, job holders will also experience the pressures of deadlines and conflicting demands.

With constant exposure to vulnerable children and/or adults, many of the working relationships which are central to the role will see job holders needing to exert greater than normal emotional resilience.

Working directly with vulnerable service users will result in some exposure to disagreeable, unpleasant or hazardous environmental working conditions. This may extend to supporting colleagues with moving and positioning to allow for, intimate care and, and will also see job holders exposed to unpleasant or even threatening people related behaviour from time to time.