

JOB DESCRIPTION			
SERVICE AREA:	Customer Services	GRADE:	AR3
JOB TITLE:	Carelink Response Officer (Shifts)	CAR DRIVER:	Yes
REPORTS TO:	Operations Manager (Housing & benefits) with delegated responsibility to Team Leader - Carelink	ESSENTIAL:	No
RESPONSIBLE FOR:	N/A	CASUAL:	Casual
LOCATION:	Ecclesfold	WORK FLEXIBLY BETWEEN BOTH SITES	Yes

JOB PURPOSE

To provide a comprehensive emergency response service to older and vulnerable customers to maximize their ability to live independently.

To provide a comprehensive administrative and office support service to the Carelink team and its customers.

To develop and maintain a range of working relationships with service users to ensure an end to end service is provided.

JOB DUTIES

To respond to emergency calls from customers and take appropriate action to deal with the emergency to ensure it is resolved satisfactorily and any follow up actions are undertaken.

To complete structured support plans for users of the service to maximise their independence and ensure the appropriate level of support is provided in line with our current service offers.

To work in accordance with and remain familiar with procedures and guidelines for the service.

To liaise with the alarm monitoring provider, clients, relatives, social services and other agencies to ensure a comprehensive and effective service is maintained.

To accurately maintain and update all aspects of administration and record keeping, including updating of client records and creation and monitoring of financial records.

To provide Care Link Plus services to assist with light household tasks, shopping for essentials, preparing simple meals, companionship, medication and be visible while customers are bathing or showering.

To assist in the co-ordination of the customer journey within the Carelink service, including the process of client referrals.

To co-ordinate a database of telecare equipment.

To assist the role of the Carelink team leader role as and when required.

To carry out any such other duties as associated with the service which your manager from time to time may require, to maintain the efficient and effective running of the service.

CORPORATE RESPONSIBILITIES

To comply with, and promote, both Councils' Equalities and Diversity Scheme ensuring that all discrimination is eliminated and referring any instances of perceived discrimination to the appropriate Executive Director.

To ensure confidentiality at all times in all matters relating to the work of both Councils.

To take every opportunity, where practicable and appropriate, to use information and communication technology to improve service delivery and efficiency.

To carry out the above duties and responsibilities in accordance with written arrangements for health and safety and any safe systems of work identified by risk assessments.

To support the Council's commitment to good environmental Eco-management by ensuring the most environmentally friendly use of resources by reducing the amount of business travel by using teleconferencing facilities etc.

To apply the principles of good Customer Care by taking responsibility, ensuring reliability and having respect for all those for whom the service is being provided, including colleagues and Elected Members.

To work flexibly in support of colleagues and to undertake any other duties which may reasonably be requested commensurate with the grade for the post.

To adhere to all aspects of confidentiality and Data Protection in order to comply with the law. To observe both Council's policies and guidelines on the General Data Protection Regulations.

To adhere to and embrace the standards of behavior required under the Alliance CHOICE values and code of conduct.

To be committed to safeguarding and promoting the welfare of children and young people/vulnerable adults.

To be deployed to carry out election duties during the working day as required.

JOB REQUIREMENTS

Transport Requirements	Driving required for travel to service users properties. Access to a vehicle.
Working Patterns	Required to working on a seven day rota basis which covers days, noons and nights.
Working Conditions	Mobile. Office based to attend team briefings and upon management request.
Resources Staff/Finance	None.
Physical	Working to planned priorities
DBS	Yes (enhanced).