

# Telecare and Out of Hours Supervisor

Role Profile	<b>BCP Band I</b>
Service/Team	<b>Customer, Arts &amp; Property</b>
Reports to	<b>Telecare &amp; Out of Hours Manager</b>
Responsible for	<b>Telecare &amp; Out of Hours Operators and Telecare Services Officers</b>
Number of posts	<b>TBC</b>
Post number	<b>TBC</b>
Career Grade	N/a

**My job improves the quality of life for the people of Bournemouth, Christchurch and Poole by managing teams providing 24-hour services to a range of residents in a way that meets their individual needs so they can live their best lives.**

## Job Overview

- Working as part of the Telecare & Out of Hours management team, the primary purpose of the role is to ensure that a high standard 24-hour service is provided, including provision of the Lifeline calls handling and telecare (community alarm) services, which involves Care Technology assessment, installation and responses to emergency situations reported by clients and the public.
- Promoting, developing, increasing, and enhancing the services provided by the Telecare & Out of Hours team. Mainstreaming Care Technology and encouraging colleagues to consider it as part of the 'first offer', so that people are enabled to live the life they choose.
- Manage and support teams operating 24/7/365 delivering a variety of services across BCP Council.

## Key Responsibilities

- Lead, manage, motivate, train (or identify suitable training), develop and empower individuals within the service teams to meet outcomes.
- Ensure that the service is adequately resourced to provide a 24/7/365 service.
- Manage the allocation of Care Technology referrals, whilst regularly reviewing progress, ensuring consistency and that the most appropriate solution being applied.
- Where appropriate assist with complex decision-making working with staff to ensure best solution.
- Undertake regular quality control of referrals, assessments, and reviews.
- Oversee the management of Care Technology equipment levels.
- Assist and deputise for the Manager/Deputy Manager and provide cover for colleagues as necessary.

This job description is not exhaustive and reflects the type and range of tasks, responsibilities and outcomes associated with this post.

- Deal with and manage unexpected situations and incidents with sound judgement and with effective management of risk.
- Responsible for planning and embedding technical and operational change within the Operations centre and ensuring an efficient and effective service.
- Ongoing responsibility for identifying and driving forward service improvements and improved efficiency whilst ensuring we are meeting the council's values.
- To interpret, write, maintain, and review, codes of practice, procedures, legislation, guidance, and policies that are relevant to the provision of all services provided by the team, ensuring that staff are kept up to date and equipped to deliver services 24/7.
- Proactively seek out and develop new income streams and to be commercially focused on growing and enhancing service delivery, including being an ambassador by actively promoting the Care Technology offer at dedicated events/forums and organising promotional activities.
- Ensure the service delivers value for money and good quality services.
- Monitor the overall performance of the team on a 1:1 and team basis, embedding and promoting employee behaviours, supervising working arrangements and practice compliance, training and developing staff, and undertaking appraisals.
- Develop and ensure excellent working relationships in collaboration with staff across the Council, other statutory services, and external partners, ensuring the service offer is joined-up and accessible through the appropriate use of our referral process.
- As well as undertaking training, develop your own knowledge and understanding of all elements of the service, to be able to supervise staff and step in as necessary, with the following duties:
  - a. Delivery of a safe and efficient calls handling and alarm monitoring service, operating within set procedures, guidelines, and relevant codes of practice.
  - b. Delivery of a safe, effective, and timely telecare installation service, constantly refreshing and updating knowledge around a range of telecare equipment that can be offered to clients, stepping in to carry out visits in an emergency.
  - c. Delivery of a safe and timely mobile response service to clients, working with the emergency services and other stakeholders, stepping in as needed to ensure service standards and TSA performance indicators are met.
  - d. Ensure adherence to service procedures for dealing with emergencies, including external communications (sending, receiving, and recording messages). This will involve acting as the Council's first line of response to outside bodies and the public and contacting standby personnel as and when required.
  - e. Ensure seamless delivery of the Council's out of hour's service to the public answering calls and ensuring the correct response in line with the relevant policy and procedures.
- Ensure all records are created, maintained, reviewed, and purged in accordance with the Council's information governance protocols and that staff understand their responsibilities in relation to data management and information security.
- Ensure all systems and equipment used within the office environment are fully functional, safe, and subject to regular inspection, with faults reported and remedied in a timely manner.
- Ensure the security and safety of staff through adherence to BCP Policies and Procedures and manage the safety of any visitors and contractors to the office environment.

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- Investigate, prevent and be responsive to feedback and complaints in accordance with the relevant policy, to ensure continuous improvement.
- To undertake such other duties as may be required from time to time commensurate with the level of the post.
- To comply with all decisions, policies and standing orders of the Council and any relevant statutory requirements, including The Equality Act, the Health and Safety at Work Act and Data Protection Act.

### **Specific Qualifications and Experience**

- Relevant degree (or equivalent experience)
- Management qualification (or equivalent experience)
- One or more of the following areas of work; Call's handling, Working with Care Technology, Undertaking project work, Business development and/or marketing
- Working with vulnerable people and/or carers
- Understanding and assessment of risk
- Understanding of equality and diversity
- Knowledge of Microsoft Office and good computer skills

### **Personal Qualities & Attributes**

- Ability to supervise, manage, motivate, train, and develop employees and teams so that they feel empowered and valued
- Committed to providing a valued 24/7 service which puts customers and residents at the heart of service delivery
- Strong commitment to customers and the aims of the Care Technology service to deliver outcomes that enable them to live the life they choose
- Ability to work under pressure, remaining calm, measured and resilient whilst assessing risk
- Good verbal and writing communication skills
- Strong interpersonal skills
- Enthusiastic and committed to finding creative and innovative solutions to maintain service delivery
- Ability to effectively manage workload and varying demands of the service
- Demonstrate a positive role model for the service upholding the Council's Behaviours and Values
- Present information to groups of people
- Ability to interpret and implement policies, procedures, and codes of guidance
- Accuracy and attention to detail
- Flexible approach to day-to-day challenges

### **Job Requirements**

- Enhanced Disclosure and Barring Service (DBS) check
- Full Valid UK Driving licence, travel is required as part of the role
- Participate in the managers 'on call' rota for out of hours
- Flexibility in working shifts/unsocial hours at short notice to cover the 24hr service
- Must be able to carry out the 'On Call' element of the role as well as be physically able to install and remove equipment from properties
- Ability to assemble and operate assisted lifting equipment whilst physically and emotionally supporting the client

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S. Stevenson - Updated March 2024

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