**BCP COUNCIL**

**JOB DESCRIPTION**

**Service unit: Housing**

**Job title: Telecare Services Officer**

**Ref No: 9166**

**Grade: BCP Band F**

**Responsible to: Telecare & Out of Hours Supervisors**

**MAIN PURPOSE**

* To work as part of the Telecare Services Team in the promotion and provision of the 24 hours service to community alarm clients, telecare users and residents of sheltered housing.
* To carry out emergency visits to clients, to check and support their health and wellbeing.
* To ensure the integrity, accuracy and confidentiality of all information. As well as meeting the objectives laid out through BCP’s Codes of Practice, Policies and Procedures.

**MAIN OBJECTIVES**

1. To visit clients as directed by Operations Centre staff in response to requests for help, assess the situation and obtain the most effective assistance.

1. To visit potential clients and demonstrate all telecare equipment provided by the department, explaining the variety of products and services available.

1. Install the most appropriate equipment meeting the client’s needs, ensuring that all the products and services are understood, and the equipment is situated in the best location.

1. To visit existing clients in their own homes to ascertain that the equipment provided is in full working order and still appropriate to their needs. To ensure they can use the equipment installed to its full potential and that all their details and personal information is accurately recorded on our database.

1. Collect and maintain all data relating to the clients and the services provided including hire agreements, personal details, VAT exemption forms, equipment, and payment methods.

1. To provide the assisted lifting service for clients that have had a non-injury fall by assembling and operating the assisted lifting equipment. Whilst physically and emotionally supporting the client.

1. Carry out cleaning and maintenance on all telecare and assistive technology equipment as per the manufacturer’s instructions.

1. Promote the use of all aspects of telecare and assistive technology, to a wide variety of internal and external parties including service partners, community groups, internal service units and potential clients.

1. Demonstrate equipment to other colleagues or service partners, and provide training as required.

1. Develop and maintain good working relationships with service partners to ensure the ongoing health, wellbeing and independence of all clients and residents.

1. After appropriate training take calls from clients via the calls handling stations.
2. To ensure all performance and customer service quality targets are fully always achieved and quality standards are continually improved.
3. Carry out any training identified, both internally and externally in relation to any existing or future services provided by the Control Centre.
4. Undertake any other duties as required and commensurate with the level of the post.

1. To comply with all decisions, policies and standing orders of the Council and any relevant statutory requirements, including Equal Opportunities legislation, the Health and Safety at Work Act and Data Protection Act.

# PERSON SPECIFICATION

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| **ATTRIBUTES & CRITERIA** | **METHOD OF ASSESSMENT** | **Essential/Desirable Criteria** |
| **EXPERIENCE**   * Working with Community Alarms/Telecare * Working with the Elderly/Vulnerable Client Groups | Application Form  Interview  References | Desirable  Desirable |
| **QUALIFICATIONS / TRAINING**   * Full Valid UK Driving licence * Current First aid certificate or willing to train towards * Microsoft IT user qualification or relevant IT experience | Application Form  Sight of Certificates | Essential  Desirable    Essential |
| **APTITUDES AND ABILITIES**   * Excellent written, communication and interpersonal skills. * Ability to demonstrate and explain   community alarm and telecare technology to a varied client base.   * To be able to immediately make critical decisions using your own initiative. Managing problems and queries in line with the Council’s Policies and Procedures. * Must have physical and manual dexterity to carry out the “On Call” element of the role as well as installing and removing equipment from properties. * Ability to assemble and operate assisted lifting equipment whilst physically and emotionally supporting the client. | Application  Interview  References | Essential  Essential      Essential        Essential  Essential |
| **KNOWLEDGE**   * Community alarms and ancillaries. * Telecare. * Assistive technology. * Knowledge of Microsoft office along with good computer skills. | Application  Interview  References | Desirable  Desirable  Desirable  Essential |
| **ATTITUDE / MOTIVATION**   * Must have a caring attitude to support some of the most vulnerable people. * Must show a strong commitment to customer care and the delivery of high-quality services to the community. * Must be willing to undertake necessary training and qualifications | Application  Interview  References | Essential    Essential  Essential |
| **OTHER FACTORS**   * Flexible approach to Daily routine to work various shifts including being on Stand by on Weekends and Bank Holidays. * Enhanced Disclosure and Barring Service (DBS) check required. | Application  Interview  References | Essential      Essential |