

BCP COUNCIL JOB DESCRIPTION

Service unit: Customer & Property
Job title: Telecare & Out of Hours Operator
Ref No: 9953
Grade: BCP Band F
Responsible to: Telecare & Out of Hours Supervisors

MAIN PURPOSE

- To provide a professional and effective response to calls from Lifeline alarm calls, customers and the public from the 24hour Control Centre.
- 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 staff the Control Centre working an agreed rotating shift pattern covering 24hrs a day, 365 days per year.
2. Record and maintain the database of all client information obtained in relation to services provided by Lifeline.
3. Liaise with all clients to instruct and give advice on the functionality of systems.
4. Maintain a detailed knowledge of all systems and equipment in use within the Control Centre, private dwellings and sheltered accommodation.
5. Provide information of services, costs, benefits and equipment provided by Lifeline.
6. Carry out emergency visits to clients. To assess and manage the situation through dealing with the issue on site or by summoning the most appropriate assistance.
7. To provide the assisted lifting service for non-injured fallers by assembling and operating the assisted lifting equipment. Whilst physically and emotionally supporting the client.
8. To handle and provide appropriate responses in line with the Council's procedures and guidelines to all calls. Service requests can come from: subscribers of telecare services, residents of sheltered housing. members of the public, tenants, elected members, business owners and visitors alike.
9. Accurately recording all actions taken and information relating to all services provided by the Control Centre over several software platforms.

10. Identify faults on equipment and reporting faults to the relevant maintenance contractor, appropriate responder and the management team.
11. Access and maintain information regarding business continuity plans, out of hours arrangements for all Council's services, appropriate officer contacts and the emergency services as required. As well as understanding the Control Centre's specific business continuity and disaster recovery plans.
12. Respond to all requests for information or assistance and liaise with the emergency services and external agencies when required. Ensuring to record all messages and actions as required in line with the Council's procedures and guidelines.
13. To ensure all performance and customer service quality targets are fully always achieved and quality standards are continually improved.
14. Carry out any training identified, both internally and externally in relation to any existing or future services provided by the Control Centre.
15. To comply with all decisions, policies and standing orders or the Council and any relevant statutory requirements, including Equal Opportunities legislation, The Equalities Act, The Health and Safety at Work Act and The Data Protection Act.
16. To undertake such other duties as may be required from time to time commensurate with the level of the post.

May 2024