

Job Title: Senior Homeline Response Officer	Role Profile Number: PCDN81
Grade: N Salary:	Date Prepared: February 2021
Directorate/Group: Adult Social Care Health and Housing	Reporting to: Homeline Telecare Manager
Structure Chart attached:	Yes

Job Purpose

- To support the Homeline Telecare Manager (HTM) in the delivery of the Homeline service to over 5000 Homeline customers
- To specifically manage Telecare services for customers who are leaving hospital or require this service as part of a social care package

Key Accountabilities

- Manage hospital discharge process for clients who require a homeline or telecare package
- Deputise for the Homeline Telecare Manager in his / her absence
- Support the HTM in the delivery of a 24/ 7 mobile response service , including assisting with the organisation of staff rota etc.
- Support the team by covering shift pattern gaps eg leave , absence etc. (estimated 25% of role)
- Support quality assurances processes and assist with key service statistics and reports
- Be an ambassador for the Homeline service prompting it to internal partners and external groups
- Work with the HTM to identify clients who are at repeated risk of falls or who have a high volume of falls and liaise with social care agencies to support the clients and reduce risk
- Assist with staff development and training
- Ensure team compliance with Health and Safety Policies
- Assist the HTM with the purchase and control of new stock .
- Support the implementation of new and emerging Telecare products and devices and support staff training in new products

Supplementary Accountabilities

- Participate in equality and diversity training, information briefings and events as and when required as part of continuous professional development.
- Promote equality and diversity best practice in all areas of work.

- Ensure that any identified personal training needs are discussed with the immediate supervisor including being appraised in accordance with the Council's development and appraisal scheme, applying the principles of Investors in People, and to undertake a programme of continuous development.
- In accordance with the provisions of the Health & Safety at Work etc. Act 1974 and the Management of Health & Safety at Work Regulations 1999 you must take reasonable care so as not to endanger yourself or other persons whilst at work. You must also co-operate with the Council to enable it to comply with its statutory duties for health and safety.
- You must work in accordance with training or instructions given, make proper use of any personal protective equipment provided and inform your manager of any hazardous situations or risks of which you are aware.
- You must ensure you undertake responsibilities relating to your position as detailed within your Directorate Health and Safety Policy.
- Undertaking any other duties that can be accommodated within the grading level of the post.
- Housing is committed to working in a manner which does not discriminate against any individual or group regardless of ethnic origin, sexual orientation, disability, age, religion or gender.
- Raise Safeguarding alerts if concerns are expressed by team members and attend safeguarding and best interest meetings with other social care professionals

Knowledge & Experience

- Experience of working within a housing, care or telecare sector
- Ability to communicate with a range of individuals from clients and their families to senior council staff
- Experience of managing staff
- Ability work collaboratively with health and social care professionals and other council teams
- Knowledge of specialist telecare equipment

Qualifications

- GCSE maths / English or equivalent
- HNC level 2 (in housing , social care or technology enabled care) or other equivalent appropriate formal qualification or significant experience of working in housing , care or telecare / alarm provider

Decision Making

- Make decisions about installation and hospital discharge priorities
- Assist the HTM to ensure the service provides 24/7 cover which will include amendments to team rotas at short notice
- Support staff who may be faced with difficult decisions relating to the welfare of a client
- Make decisions about changes to the daily task when responding to priorities and pressure from social care teams
- Agree and provide guidance to team members in relation to equipment installation
- Referral of safeguarding concerns

Other Key Features of the role

- Supporting the team and attending calls for Assistance involves working outside of core hours and dealing with unpleasant situations such as release of body fluids.
- Ability to move equipment and stock . climb stairs . Use person handling equipment
- Ability to apply first aid skills and attend emergencies were clients may have injuries , be distressed or be deceased .
- Ability to drive a fleet vehicle / own vehicle /ability to make site visits throughout the Borough

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name:
Date:	