



**SWINDON**  
BOROUGH COUNCIL

## Role Profile

<b>Job Title:</b> Homeline & Telecare Manager	<b>Role Profile Number:</b> HG3022
<b>Grade:</b> Q <b>Salary:</b> £31,369-£41,494	<b>Date Prepared:</b> January 2021
<b>Directorate/Group:</b> Adult Social Care, Health and Housing	<b>Reporting to:</b> Sheltered Housing Manager
<b>Structure Chart attached:</b>	No

### Job Purpose

- Manage the Council's Community Alarm and Mobile Response Service (Homeline), continually ensuring that the Homeline service adapts and changes in response to new technology and the changing needs of users. Be the Council expert on assistive technology / telecare equipment providing specialist and technical advice and support.
- Work in a collaborative way with Adult Social Care partners and Sheltered Housing to support vulnerable clients and tenants .

### Key Accountabilities

- Co-ordinate the mobile response service to emergency alarm activations, ensuring the service has a 24 hour/7 day capacity. Responsible for recruitment of the team and ensuring that a complex but effective 24/7 rota is in place.
- Ensure that performance targets for the team are monitored and adhered to.
- Ensure that health & safety systems within the team are effective. Ensure staff are fully trained with the ability and knowledge to make on the spot critical decisions.
- Work closely with the Councils control room team to ensure that the service provides an effective and responsive service to customers.
- Be responsible for the Homeline budget (monitoring and spending) and the ordering / control of stock. Oversee the upgrading and replacement of alarm systems.
- Promote the Homeline Service to Health & Social Care professionals and establish opportunities to develop and grow the service.
- Control repairs and maintenance contracts for equipment.
- Oversee the servicing and maintenance of the control room call handling platform (which is a Housing Revenue Account asset).

- Oversee correspondence, complaints, prepare reports, statistics, etc.
- Work collaboratively with multi-disciplinary health teams.
- Form part of a falls collaborative working directly with the clinical commissioning group, provide monthly reports.
- Liaise with local care providers, produce reports that identify trends that better target care calls to drive down the reliance on Homeline Responders.
- Co-ordinate and oversee staff training in relation to person handling, First Aid, Defibrillator and oxygen.
- Oversee periodic system checking and monitor new installations / intervals. Introduce new working protocols to ensure new user installation waiting times are kept to a minimum.
- Manage income received from Private Homeline subscribers.
- Ensure that the Homeline service has appropriate backup and business continuity procedures.
- Develop “Telecare” and “Assisted Technology” products for more vulnerable clients in conjunction with Health and Social Care. Investigate new digital equipment types for improved performance within the community alarms market.
- Ensure that contractors adhere to current H&S legislation and Council codes of practice.
- Liaise with social care and health services about individual clients who have high level of repeat falls.
- Communicate areas of safeguarding concern to Adult Social Care and attend best interest and safeguarding strategy meetings.
- Manage the Homeline + ( telecare service) supporting more vulnerable clients.

### **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.

### **Knowledge & Experience**

- Good knowledge of community alarms, warden call and assisted technology equipment.
- Experience of management of specialist contractors.
- Experience of working with Health and Social Care partners.
- Excellent communication and team building skills.
- Ability to communicate with challenging customers and create solutions with other Health and Social Care professionals.
- Ability to assess new products.
- Ability to develop the service in line with the changing aspirations of an aging population.
- Ability to travel throughout the Borough of Swindon.

### Qualifications

- HNC (Housing) or other equivalent appropriate formal qualification or equivalent experience.
- GCSE Maths and English or equivalent.

### Decision Making

- All day-to-day operational decisions, including assisting with periodic short notice Health and Social Care pressures (e.g. hospital discharge).
- Policy decisions in conjunction with the Sheltered Housing Manager.
- Make recommendations about service improvements.
- Authorise disconnections in appropriate circumstances.

### Creativity and Innovation

- Devise marketing campaigns and strategy.
- Oversee performance data and performance indicators.
- Seek out latest assistive technology and be aware of emerging trends.
- Assess suitability of new equipment and technologies.

<p><b><u>Job Scope</u></b></p> <p><b>Number and types of jobs managed</b></p> <ul style="list-style-type: none"> <li>• 1 Senior Homeline Response Officer, 10 Mobile Response Officers, 1 Telecare Support Officer, 1 Homeline Support Officer &amp; 1 Supported Housing Coordinator.</li> </ul> <p><b>Typical tasks supervised/allocated to others</b></p> <ul style="list-style-type: none"> <li>• Daily brief to all staff. Allocate workloads and set targets for Area teams. Set priorities to the team for that day.</li> </ul>	<p><b>Budget Holder:</b></p> <p><b>Responsibility:</b></p> <p><b>Asset Responsibility:</b></p>	<p>Yes</p> <p>1,068.000 (Income) Budget: £1,014.000 (Revenue)</p> <p>Dispersed / Hardwired Alarm Systems (4000 clients approx. January 2021). Answerlink 4G Call handling platform / backup procedures. SLA</p>
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**Contacts and Relationships**

- Social Workers, Police, Ambulance Service, Fire Brigade, Care Providers, Control Room staff and manager, clients and families.
- Manufacturers and Suppliers using both verbal and written skills.
- Reports and briefing notes to Managers, and Councillors.
- Develop relationships with similar services provided by other bodies and develop best practice.
- Liaise with GPs, Nurses, Coroners' staff, Ambulance Service, etc. often at a senior level.

<b>Employee Signature:</b>	Print Name:
<b>Date:</b>	
<b>Line Managers Signature:</b>	Print Name:
<b>Date:</b>	