



Role Profile

Job Title: Homeline Support Officer	Role Profile Number: P/A
Grade: L	Date Prepared: April 2014
Directorate/Group: Housing, Culture, Leisure and Libraries	Reporting to: Principal Homeline & Telecare Officer
Structure Chart attached:	No

Job Purpose

- To support the Homeline team with the installation ,servicing, fault finding and removal of equipment
- Assist Homeline Emergency Response Officers in emergency situations

Key Accountabilities

- Call on service users to check equipment and make test calls
- Identify faults , rectify or replace equipment, report more complex faults to specialist contractors
- Liaise with services users to install equipment and complete records
- Receipt and record payments
- Provide general information about the Homeline service
- Remove unwanted equipment , clean service and place back into stock
- Assist and support Homeline Emergency Support Officers who have been called to an emergency
- Hold a stock of equipment and spares
- Community Matrons/ Control Room staff
- The post holder may be required to undertake the occasional weekend working.
- The post holder will be required to wear a uniform

Supplementary Accountabilities

- The requirement to make site visits throughout the Borough and have access to a vehicle will be an essential feature of this post
- Participate in equality and diversity training, information briefings and events as and when required as part of continuous professional development
- 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, 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.
- Work to the Councils Code of Guidance

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

- Current driving licence
- Experience dealing with the public, especially older persons
- Minor fault finding and ability to follow manuals
- Experience of accurate record keeping
- Physical ability to climb stairs
- Knowledge of community alarms and Telehealth equipment, preferred
- Basic IT Skills

Qualifications

- Minimum of GCSE English & Maths (Grades A – C) or equivalent

Decision Making

- Managing appointments , servicing and ad-hoc calls
- Stock control and ordering
- Referring more complex faults to specialist contractors

Creativity and Innovation

- Generally supporting service users to live independently in their own home and overcoming a common reluctance to all community alarm and Telehealth technology

<p><u>Job Scope</u></p> <p>Number and types of jobs managed</p> <ul style="list-style-type: none"> • N/A <p>Typical tasks supervised/allocated to others</p> <ul style="list-style-type: none"> • More problematic faults. • Service Users misusing the system 	<p>Budget Holder</p> <p>Responsibility</p> <p>Asset Responsibility:</p>	<p>No</p> <p>Stock of Alarms and equipment Alarm Equipment i.e. smoke alarms, pendant alarms, telehealth equipment etc.; Health & Safety Manual; Client Records; Building Keys 2 way radio; Mobile phone; Key safes to Property</p>
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Contacts and Relationships

- Meeting with potential clients , who may be elderly and / or families
- Liaising with professionals such as Community Matrons , Social Workers , Hospital

Other Key Features of the role

- Some client' homes may be unkempt and unhygienic. Role involves moving furniture, etc. to site alarms

Employee Signature:	Print Name:
Date:	
Line Managers Signature: Jack Sharp	Print Name:
Date: 15 April 2014	