



Role Profile

Job Title: Homeline Response Officer	Role Profile Number: SBC_11968
Grade: CFL 6	Date Prepared: Sept 2023
Directorate/Group: Housing	Reporting to: Homeline Telecare Manager
Structure Chart attached:	No

Job Purpose

- Assist with the provision of a 24-hour comprehensive emergency call system for the elderly, special needs and chronically sick clients.
- Respond to calls for assistance and co-ordinating an emergency response, ideally within a 45 minute to meet KPI.
- Integrated falls pickup service for elderly, vulnerable service users

Key Accountabilities

- Responding to emergency calls. In most cases, this will require a visit to the service user's property, which must be carried out as quickly and safely as possible, ideally within a 45 minute time period. In appropriate circumstances, gain entry to dwellings to assist clients. (Including possible use of defibrillator and conducting CPR if necessary). If access is unobtainable, to organise specialist contractor for access or investigate possibilities of gaining access.
- If the service user is ill or injured, carry out necessary first aid and make the service user as comfortable as possible and co-ordinate appropriate emergency and/or welfare response (i.e. Ambulance, 111, GP, Navigation Hub, NOK, carers etc.). Use specialist lifting equipment to assist the service user who are uninjured and who have fallen. This includes use of Manga Elk & camel lifting cushions, raizer chair, Birdie hoist and slide sheets.
- Periodically call on service user at their property to check the serviceability of the installed equipment. Monitor the service user's well-being, check for any medical changes and test the already installed equipment and rectify any found faults.
- Responsible for the confidential records of service user's under the data protection act. Ensure they are as up to date and accurate as possible. Compile reports of emergency situations attended and follow up outcomes. This could include report writing relating to Safeguarding, care referrals and resident fire risks.

Promote the service to potential clients, relatives and other health professionals (i.e. GP's, nurses etc.). Arrange installation of new systems for private and Council properties via telephone

conversation or in person. Arrange and complete installations for Category 1 Council bungalow properties. Set up and install arranged

- equipment at service user's property. Conduct interview with service user to obtain relevant personal, medical and financial information to complete the installation process. Forward all paperwork to relevant department for set up.
- Set up new telecare systems for service users. Follow detailed instructions of various options such as door exit sensors, bed pads, epilepsy sensors, smoke detectors and PIR monitoring systems. Use modern technology such as the 'Cloud' to assign systems and complete set up.
- Arrange and co-ordinate the removal of systems no longer required. This can often be shortly after the passing of a client so diplomacy and empathy is required. Assist service users in relation to payments and any issues associated with this. Liaise with the finance department to organise the closing of any accounts.
- Install temporary key safes (Hospital Discharge) at dwellings and collect cash or cheque payments for their sale. Also use this facility for the potential sale of replacement pendants.
- Report general repairs (for council tenants) and provide information of other council services to isolated residents etc.
- Assist in the training of new Homeline Response Officers.
- Co-ordinate help and report to appropriate agencies, clients who may require specialist support due to mental health, alcohol dependency or disabling illness, including case conferences, Coroner's inquest, etc.
- Respond to emergency requests for help from (Council and Housing Association) sheltered housing schemes. This includes responding to emergency fire alarms when resident staff are not on duty and generally out of hours. To liaise directly with fire brigade at scene and to ascertain cause and reset fire panel once necessary checks have been completed. To organise any specialist contractors if appropriate such as borough electricians.
- Carry out any repairs to equipment after fault finding and replace if necessary. To complete any repairs, system tests and replacement of equipment during on call hours if necessary.
- Use of 2 way radio, ensuring clear and concise instructions are passed to control room or fellow HRO's.
- Liaise with other professionals, such as South Western Ambulance service, Wiltshire and Dorset Fire Service and Wiltshire Police, Social Services, GP's, Safeguarding.
- Support the implementation of new and emerging Telecare products and devices. To learn, understand and maintain technical knowledge to programme and enable technical support for a service user using new digital platforms
- Support of hospital discharge process for service users who require a Homeline or Telecare package if necessary. This will involve emergency set up & installation of equipment & interview of service user or NOK at install.
- Work with the HTM to identify service users who are at repeated risk of falls or who have a high volume of falls.
- Inform the HTM with if new stock is getting low.
- Support the HTM in the delivery of a 24/7 mobile response service by being flexible & supporting any shift pattern gaps eg. Annual leave, absences etc.

- Regular check of void Council properties to ascertain if occupied. To confer with new tenant to ascertain if Homeline required and sign up for installation if necessary.
- Post holder is required to undertake shift and weekend working and to take part in the sections standby rota. Because of the nature of duties, the post holder will be required to live within easy reach of the area served. (20 minutes).
- The requirement to drive and access to a vehicle will be an essential feature of this post.
- The post holder will be required to wear a uniform.

Supplementary Accountabilities

- The requirement to make site visits throughout the borough of Swindon and have access to a vehicle will be an essential feature of this post.
- Participate in equality and diversity, 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, and to undertake a programme of continuous development.
- In accordance with the provisions of the Health & Safety at work 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 & 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.
- Raise safeguarding alerts if concerns are raised via report writing to relevant safeguarding hub.

Knowledge & Experience

Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:

- Current Full UK driving licence
- Strong Communication skills
- Strong Analytical skills
- Experience of dealing with the public, face to face or over the phone in potentially difficult or stressful situations. Previous experience of dealing with the elderly advantageous.
- Ability to visit service users in their home

- Experience of working within a care or telecare sector
- Ability to communicate with a range of individuals from service users to health care professionals to NOK and Public bodies.
- Previous experience of Telecare products and systems advantageous
- Ability to follow complex instruction manuals
- Experience of accurate record keeping and report writing
- Physical ability to climb stairs and carry and use lifting equipment alone
- IT skills such as outlook and excel. Ability to use internal systems such as Jontek, Open Housing and Telealarm Cloud Services for which training will be given
- Previous experience of 2 way radio communication advantageous.

Qualifications

- Minimum of GCSE English & Mathematics (Grades A-C)

Preferred

- First aid at work 3 day qualification or ability to obtain
- Manual Handling of specialist equipment i.e. Manga Elk & Camel lifting cushions, Raizer Chair, Birdie Hoist and slide sheets. Training will be given.
- Some understanding of Telecare products and their use
- Experience of working with the elderly, chronically sick or vulnerable

Decision Making

- Managing & prioritising workload such as appointments, servicing and ad-hoc calls • Referral of Safeguarding concerns
- Referring more complex faults to specialist contractors
- Immediate 'Life and Death' decisions following alarm activations. Often Homeline response officers will be alone when making these decisions. Ability to remain calm and composed under immense pressure.
- Make critical potentially lifesaving decisions in limited time and under pressure.
- Have the confidence to perform lifesaving actions such as CPR, use of defibrillator.
- Decide course of action for potentially difficult service users such as bariatrics. Such as how to lift and what equipment to use with how many HRO's.
- How to deal with expiration of life and continue with your role at that time.

Creativity and Innovation

- *Insert elements of the job where creativity and innovation are required.*

<p><u>Job Scope</u></p> <p>Number and types of jobs managed</p> <ul style="list-style-type: none"> • None • <p>Typical tasks supervised/allocated to others</p> <ul style="list-style-type: none"> • None • • 	<p>Budget Holder</p> <p>Responsibility</p> <p>Asset Responsibility:</p>	<p>No</p> <p>.</p>
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Contacts and Relationships

(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)

- Internal: Service users. HRO’s, Telecare manager and Senior HRO. Telecare support staff. Control Room Staff. Voids department. Social services. SBC contractors such as DLO (support us to force entry in an emergency) and electricians.
- External: Housing officers. Sheltered housing officers. South Western Ambulance. Dorset & Wiltshire Fire Brigade. Police. Adult Social Care. District Nurses. Care in the Community. Care companies, NOK
- Meeting with potential service users, who may be elderly and / or families
- Liaising with professionals such as those mentioned above
- Mainly verbal/radio/telephone contact with – Control room staff, emergency services, GP’s, other medical staff, relatives and carers, service users.

Other Key Features of the role

(working environment / emotional / conditions i.e. regular outside work, unpleasant or hazardous conditions, practical demands such as standing, carrying or working in constrained positions, potential verbal abuse and aggression from people, or risk of injury).

- Ability to apply first aid skills and attend emergencies where service users may have significant injuries, be distressed or be deceased. Have to ability and confidence to deal with these emotional and occasionally distressing situations.
- Ability to withstand witnessing potentially horrific injuries to service users
- Attend service user’s properties which can be unkempt and unhygienic. Potential to deal with unpleasant situations such as release of hazardous bodily fluids involving personal care.

- The nature of the role means at times the outcome of a situation is the death or hospitalisation of a service user. The role does not enable any downtime during this moment of distress and has to continue.
- Dealing with potentially abusive, intoxicated service users or members of the public, both verbally and physically. Risk of injury.
- Dealing with Mental Health clients suffering from varying episodes such as: End of life, Suicide, Schizophrenia, Dementia, Personality Disorders, Depression and Anxiety.
- Practical and physical demands using heavy lifting equipment, often on your own, climbing stairs or in awkward and confined spaces.
- Ability to drive a fleet vehicle, adhering to speed limits at all times. Vehicles are fitted with tracker and recording cameras.
- The role is operational 24/7/365