

Job Title: Homeline Response Officer	Role Profile Number: HG3027
Grade: Salary: M	Date Prepared: July 2014
Directorate/Group: Housing, Culture, Leisure and Libraries	Reporting to: Principal Homeline & Telecare Officer
Structure Chart attached:	

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.

Key Accountabilities

- Responding to emergency calls. In most cases, this will require a visit to the client's property, which must be carried out as quickly and safely as possible. In appropriate circumstances, gain entry to dwellings to assist clients. (Including defibrillation).
- If the subscriber is ill or injured, carry out necessary first aid and make the subscriber as comfortable as possible and co-ordinate appropriate emergency and/or welfare response (i.e. GP, ambulance, relatives, carers, etc.). Use specialist lifting equipment to assist residents who are uninjured and who have fallen.
- Periodically call on clients to check the serviceability of equipment. Monitor the clients' well-being, help them to understand equipment.
- Responsible for the confidential records of clients, ensuring they are as up-to-date and accurate as possible. Compile reports of emergency situations attended and follow up outcomes.
- Promote the service to potential clients, relatives and other health professionals (i.e. GPs, Nurses, etc.). Arrange installation of new systems including co-ordinating works required by council or private contractors. Arrange and co-ordinate the removal of systems no longer required. Assist subscribers in relation to payments and problems associated with this. Advise residents on claiming Supporting People Grant. Collect Cash payments for sale of Key Safes and other miscellaneous items .
- 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 attending case conferences, Coroners' Inquests, etc.
- Respond to emergency requests for help from (council and housing association) sheltered housing schemes (including fire alarms) when resident staff are not on duty.
- Assist in the Council's (business continuity) backup plan..
- Carry out minor repairs to faulty equipment and organise specialist contractors if appropriate.
- Ensure that clear and concise instructions are passed to Wardens / Control Room staff.
- The post holder will be required to undertake shift and weekend working and to take part in the section's standby rota. Because of the nature of the 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 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 Council's 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

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

- 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)

Decision Making

- Managing appointments , servicing and ad-hoc calls
- Stock control and ordering
- 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. Homeline Response Officers will require confidence to select less urgent assistance i.e. GP, District Nurse, Carer Support, etc.

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.

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

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)*

- Meeting with potential clients , who may be elderly and / or families
- Liaising with professionals such as Community Matrons , Social Workers , Hospital
- Mainly verbal/radio/telephone contact with – Control Room staff, Emergency Services, GPs, other medical staff, relatives and carers, clients.

Values and Behaviours

We strive to underpin our culture through strong management and authentic leadership, this means getting the management basics right, and ensuring what we commit to individually and collectively, we own and demonstrate accountability aiming to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours , this means in our work we are:

Connected: We put Swindon and its people at the heart of everything we do.

We display a communication and behaviour style that promotes a positive Council identity in connecting with residents, customers, colleagues and other stakeholders ensuring a partnership approach to delivering our vision. Always asking, “is what I am doing in the best interests of Swindon and its people,”?

Resilient: We are forward thinking and work smart

We seek to identify where things can be improved, ensuring this learning is embedded, evaluated and built upon through a strong approach to continuous organisational development.

Brave: We respect and work together with our colleagues and customers to achieve success

We act in an emotionally intelligent way, setting positive examples around accountability, risk and governance. This will be delivered through developing ourselves and our teams to achieve the highest possible levels of productivity and performance.

Other Key Features of the role

- Some client’s 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:: Jack Sharp
Date:	