

LONDON BOROUGH OF LEWISHAM

JOB DESCRIPTION

Designation: Telecare Officer

Grade: SC6

Reports to (Designation):
Operations Manager

Grade: PO4

Division: Internal Provider Service

Directorate:
Adult Social Care & Health

Section: Linkline
Telecare
Service

Main Purpose of the job:

To provide emergency and support services to Lewisham's Telecare service users
To offer advice and information to users, their next of kin and liaising with other council departments and outside agencies.
To visit users in their own homes, providing assistance and care to vulnerable adults.
To ensure the provision of a high quality and effective 24 hour service to users of Linkline in accordance with current policies and practices.
To actively ensure equality of service delivery in accordance to the council's equalities.

Summary of Responsibilities and Personal Duties:

SERVICE USERS

To answer calls from service users on the computerised calls handling facility in accordance with procedures and the TSA code of practice. Assessing the nature of an emergency call, prioritising the level of urgency and responding accordingly.

To visit service users, driving to their homes, identifying the extent of practical and emotional support required, contacting and liaising with emergency services and other statutory /non statutory agencies when necessary.

To provide emergency assistance in the form of First Aid, resuscitation, personal care and safer moving and handling where necessary.

To undertake initial crisis support to users and their families, liaising with Adult teams, specialist hospital teams and other health care professionals.

To be responsible for any follow up action, such as contacting GP's and other medical professionals, user's next of kin and making detailed reports of actions taken.

To undertake referrals to other agencies to assist the service user and provide appropriate information to carers and families.

To maintain accurate records and statistics, including the client database, keeping detailed confidential records on all service users for inputting. Liaising with all relevant agencies and ensuring that information is kept in accordance with the General Data Protection Regulations.

OPERATIONAL

To be available to work shifts on a 7-day rota at times that are appropriate to meet the needs of a 24hour, 365-day service.

To assist with other emergency out of hours services to ensure continuous care to vulnerable adults, installing Telecare sensors if required.

To install Telecare equipment requested by service users, explaining how it works and that of additional health care sensors. Replace faulty units, disconnect and collect equipment that is no longer required. Collect and return service users keys. Regulate stock control procedures on the database.

To promptly inform manufacturers of reported equipment failures and faults.

To be aware of safe working practices and Health & Safety procedures, keeping in contact with the alarm response centre at all times e.g. risk assessments.

To use the council's IT systems to promote efficient and effective working arrangements e.g. SWIFT, electronic mail etc.

OTHER

To be an effective and creative team member, being responsible for own workload and that of other team members.

To participate in the PES process, staff training and team meetings in order to ensure knowledge of new developments and an acquisition of new skills.

To assist in the induction and training of other team members.

To take a flexible approach to his/her duties and to assist in covering for all aspects of work throughout the unit, undertaking any other task as delegated by line management, such as are commensurate with the grade of the post.

Assist in carrying out the Council's environmental policy within the day to day activities of the post.

INTERNAL CONTACTS

Maintain contact as necessary with Sheltered Housing, Lewisham Housing, Social Work Teams, Emergency Duty Team, Enablement Care Team

EXTERNAL CONTACTS

Service Users and their Families, Emergency Services, GP's, Hospital Services, Health Care Professionals, Maximising wellbeing at home, Victim Support, Registered Social landlords.

EQUALITIES

To carry out functions and responsibilities of the post with due regard to the council's Equal Opportunities policy and participation the development of services to meet the needs of the multi-racial community, ensuring the continuing appraisal anti-racist and anti-sexist policies and procedures.

Grade and numbers of immediate subordinates

None

Number of staff supervised by this Officer: None

JOB DESCRIPTION/POST NO:

**Consideration will be given to restructuring the duties of this post for a disabled
potholder**

PERSON SPECIFICATION

JOB TITLE: Telecare Officer

POST NO:

DEPARTMENT: Adult Social Care & Health
Linkline Telecare Service

GRADE: Scale 6

Note to Candidates

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the short listing and interview process for this post.

If you are a disabled person, but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

Equal Opportunities

- Commitment to implement the Council's Equal Opportunities policies.
- Awareness of Equal Opportunities issues

Knowledge

- Of the issues affecting vulnerable people, including older people, disabled people, people living with domestic violence and people living with chronic illnesses. **S**
- Of the relevant legislation and policies relating to vulnerable people.
- Of the relevant legislation relating to Health & Safety at work.

Aptitude

- To develop good working relationships with a wide range of statutory and voluntary agencies and individuals who provide services to vulnerable people.
- To work on your own initiative, to organise and prioritise own workload
- To deal with confidential issues discreetly and tactfully.

Skills

- Ability to use Information Technology systems. **S**
- Ability to respond effectively and be the first person on scene in emergency situations and render first aid appropriately to service users. **S**
- Ability to provide emergency assistance in the form of First Aid, resuscitation, personal care and safer moving & handling where necessary. Or be willing to attend training for this responsibility.
- Ability to follow instructions and guidance from medical professionals when more intense first aid is required, such as CPR

Experience

- Of supporting vulnerable people in their own homes or within organisations or in services that provide direct assistance or care. **S**
- Of carrying out a wide range of general administrative tasks.
- Good practical experience of using computerised systems **S/T**
- Excellent customer care experience

General Education

- A good general standard of education, written and good verbal skills.

Personal Qualities

- A commitment to assist vulnerable people living in Lewisham to remain in their own homes and to support them to live independently by providing high quality Telecare services.
- An understanding of the importance of collective responsibility and working within a team

Circumstances

- Must hold a full current driving licence. **S**
- Able to undertake flexible shifts on a rota basis **S**

Physical

- Generally candidates must meet standard Lewisham requirements for the post.