

LONDON BOROUGH OF LEWISHAM

JOB DESCRIPTION

Designation: Telecare
Resources Co-Ordinator

Grade: **P02**

**Reports to
(Designation):**
Operations Manager

Grade: **P04**

Directorate:
**Adult Social Care &
Health**

Section: **Linkline
Telecare
Adult
Services**

Main Purpose of the job:

To be responsible for the planning, deployment and co-ordination of people and resources to meet changing operational needs within the Linkline Telecare Service.

Take responsibility for the organisation and management of the Linkline staffing Rota.

To participate in Manager on-call cover for the service outside of office hours.

To provide line management responsibility to a small group of staff

Summary of Responsibilities and Personal Duties:

Managing staff and resources

To be responsible for the day to day management and co-ordination of the Communications room, operations and team members in accordance with the Linkline policies and procedures.

To lead and supervise a designated group of Officers as per the appendices to this post.

To be responsible for arranging and conducting appropriate supervision and PES meetings with line managed staff, ensuring all staff receive regular learning and development opportunities and work within the Councils policies and procedures.

To manage all staff issues within own level of responsibility, including investigations and escalating to senior management as appropriate..

To plan and implement the staff rota, ensuring the rota is safely covered over every 24 hour period.

To deploy staff appropriately to ensure all areas of work are adequately covered and a responsive service is available at all times.

To allocate work to team members ensuring work is appropriately prioritised and responds promptly to critical pressures and emergency situations as they arise.

To provide emergency cover in the communications room, calls handling and visiting users as required.

To provide 'on-call' management cover, giving operational and technical support to team members.

To assist in the maintenance, repair and servicing of lease vehicles provided for mobile response.

To support a team of Telecare Officers through one to one coaching to improve practice.

Report any competency issues to the Operations Manager to highlight in their supervision sessions.

To participate in the recruitment of team members, ensuring that induction and service training is completed for new team members.

To monitor health & safety issues which may have an impact on team members and safe working practices.

Technical responsibilities

Be responsible for the smooth running of the Communications room in Linkline, reporting repair and maintenance issues and escalating as appropriate to contractual and partner organisations.

To initiate, implement and manage new service projects, informing and communicating with team members as appropriate.

To assist in the purchasing and monitoring of telecare equipment including keeping up to date with new solutions and technological advances within the health and social care field.

To oversee the installation of telecare units to users and the monitoring of stock control ensuring appropriate orders are raised with the providers.

Provide telecare operational advice for the service and wider adult social care service.

To coach and share business continuity and disaster recovery procedures with staff.

Keep up to date with the functionality of the Telecare Alarm operating system and supporting technologies.

Customer care & quality assurance

To maintain detailed user information systems, ensuring the information is accurate and up to date to ensure the user of Linkline receives an appropriate response.

To assist with and investigate service queries and complaints from users, next of kin and team members, in line with the departments complaints procedure.

To deputise for the Operations Manager in own work area as required.

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

Internal Contacts: These include Lewisham Homes, Regeneration, Social Work Teams, Emergency Duty Team, Enablement, Community Safety Team.

External Contacts: This will include Service Users and their Families, Emergency Services, GP's, Hospital Services, Health Care Professionals, Home Care Agencies, Victim Support, House Managers, Housing Associations.

To carry out the duties of the post with due regard to the Council's relevant codes and procedures.

All employees are required to participate in the Performance Evaluation Scheme (PES) and to undertake appropriate training and development identified to enhance their work.

Undertake other duties, commensurate with the grade, as may reasonably be required.

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

THIS JOB DESCRIPTION MAY NEED TO BE AMENDED BY THE DIRECTORATE TO MEET THE CHANGING NEEDS OF THE SERVICE.

Number of fully managed staff: 4

Title:	Grade	No of posts
AT Technical Installer	Scale 6	1
Technical Officer (Sensory)	Scale 6	1
Services Facilitator	Scale 5	1
Senior Business Support Officer	Scale 6	1

Number of partially managed staff: NIL

Title:	Grade	No of posts
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LONDON BOROUGH OF LEWISHAM

PERSON SPECIFICATION

JOB TITLE: Telecare Resources Co-ordinator

POST NO: D53349

DEPARTMENT: Linkline Telecare Service

GRADE: PO2

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 shortlisting 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.

Equality & Diversity

Awareness of and a commitment to Equality of Access and Opportunity in a diverse community

Understanding of how equality and diversity relates to this post

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Knowledge

An understanding of the procedure for disaster recovery in the event of a systems failure

An awareness of the needs of the priority care group, and their carers in the community and of social care issues.

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Knowledge and understanding of current social care legislation and Telecare initiatives, Health and safety at work.

Of home based telecare solutions for vulnerable adults in the community and an understanding of telecare alarm operating systems

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Aptitude

Able to respond effectively to emergencies.

To work in a customer focused environment.

To create and develop beneficial working relationships at all levels.

To solve problems

Able to communicate effectively and sensitively with work colleagues and members of the public.

To create and develop beneficial working relationships at all levels

To support, develop and motivate a staff team

Skills

Excellent ICT skills

Problem solving

To be creative and innovative

To cascade information to others through learning

Experience

Experience in working within a community alarm service and using a Telecare system **S**

Experience of working within a customer focused environment.

Of managing a diverse staff group, managing workloads and allocating tasks **S**

General Education

An excellent standard of education, written, verbal and interpersonal skills.

Circumstances

Able to work hours specified, including some out of hours working

Hold a full clean driving license

Able to drive to various locations within the Borough.

Be prepared to attend emergencies out of hours.

Personal Attributes

Flexibility

Calm & Patient

Self-motivated

Physical

Generally candidates must meet standard Lewisham requirements for the post.

Reliable attendance record

DBS Disclosure Required? **No** ☐ **Basic** ☐ **Enhanced** ☒

(Tick as appropriate – guidance available from your HR Advisor)