



WEST LANCASHIRE BOROUGH COUNCIL

JOB DESCRIPTION

Directorate:	Housing and Inclusion Services
Service:	Home Care Link
Job Title:	Lifeline Officer
Grade:	Scale 4 (plus weekend standby payments)
Designated Line Manager:	Home Care Link Manager
Directly Responsible for:	None
Car Categorisation of Post:	Occasional
Purpose of Job:	
<ul style="list-style-type: none"> • To act as a representative of Home Care Link to the elderly and vulnerable people. • To install, remove and maintain the Telecare and Telehealth service. • To establish relationships and identify the needs of Home Care Link clients. 	
Core tasks:	
<ol style="list-style-type: none"> 1. Have an up to date knowledge of the latest advances in Telecare and Telehealth. A knowledge of the Control Centre system, with a technical aptitude to enable the identification and rectification of faults is essential. 2. Access prospective clients in their own homes and undertake risk assessment. Decides on the appropriate action in cases of deteriorating health, client's complaints and any technical difficulties. 3. Decide on the Telecare and Telehealth package best suited to the client's needs. To be adaptable to the varying and wide range of problems they may encounter e.g. non predictable, behavioural problems and Health and Safety issues. 4. Respond to emergency calls and take appropriate action e.g. apply first aid, call ambulance or GP, call relative or advise and assist. 5. Programme, install and demonstrate Telecare and Telehealth equipment for new clients. Complete the necessary paperwork e.g. contacts, Vat forms etc ensuring they are signed by the clients. To ensure the relevant clients information is passed to the operators for updating, and pass information to administrative assistants to set up charging process. 6. Make visits to client for removal and maintenance. Visit existing clients in order to check the Telecare and Telehealth equipment and update information if required. 7. Respond to emergency faults on Telecare and Telehealth and replace if necessary. 8. Deal with any client's queries, referring them onto the appropriate agency. To be pro-active in liaising and providing appropriate information to clients, Housing Supported Services and other service providers. Liaise with GP, Home Care organisations, Health Visitors and Social Workers, requesting care and exchanging information. 	

9. Participates and promotes Home Care Link service. Gives talks and demonstrations to Housing Associations, working partnerships and groups. Distribute promotional materials, leaflets.
10. To co-ordinate the delivery of the service to professional and voluntary groups.
11. Maintain stock control records for Telecare and Telehealth equipment. Fault finding, Cleaning, storage and stock levels of equipment.
12. Deal with telephone queries on the technical and social aspects of the Home Care Link service.
13. Keep daily mileage and vehicle check log sheet and submit weekly to Lifeline Admin.
14. To be on a rota for weekend standby for any emergency faults; and as back up to the Council Business Continuity Plan.

Customer Care: To meet the Council's Standards of Customer Care at all times.

Core Tasks: To undertake any other duties which may be required within the needs of the service that are commensurate with the grade.

Equal Opportunities: The Council is committed to achieving equality of opportunity both in the delivery of services to the community and its employment arrangements. We expect all employees to understand and promote our policies in their work.

Health & Safety: All employees have a responsibility for their own health & safety and that of others while undertaking their duties. Employees have a general duty to assist the Council in implementing its general statement on health & safety policy.

Legislation: To comply with Data Protection legislation and all other relevant and applicable statutory legislation together with Council policies and procedures

Training & Development: To comply with the Council's policies and practices relating to training and development, including a regular development appraisal.

The above duties and responsibilities do not include or define all tasks, which may be required to be undertaken by the post holder. The duties and responsibilities may vary without changing the general character of the duties or the level of responsibility entailed. These factors are reflected in the grading of the post.

Prepared by:	Tracy Rennie	Date:	March 2019
Approved by:	Chris Twomey	Date:	March 2019