



ROLE PROFILE

Role Title: Lifeline Officer

Service: Housing and Regulatory Services, Home Care Link

Directorate: Place and Community

Accountable to: Home Care Link Manager

Grade: Scale 4

Car Category: Casual

Purpose of role

To act as a representative of Home Care Link providing a service to the elderly and vulnerable customers.

To install, remove and maintain the Telecare and Telehealth service.

To establish relationships both internal and external and identify the needs of Home Care Link clients.

Key Objectives

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, 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.



Scope

The post holder work as a key part of the Home Care Link Team, ensuring that standards are upheld and that the Council fulfils its requirements. They will have contact with residents, tenants, GP, Home Care organisations, Health Visitors and Social Workers, requesting care and exchanging information contractors, their immediate team. They will liaise with the finance team, service managers and senior officers from across the organisation, answering queries in a professional manner.

Work Profile

1. Strategy

The post holder is a member of the Home Care Link team and as such, will contribute to the delivery of the team's objectives which support the delivery of the wider Corporate Plan.

2. Performance

The post holder will be responsible for the successful delivery of the tasks that they have are allocated and contribute to the overall performance of the wider team.

3. Service Quality

The post holder will assist in maintaining service quality to external customers, through the effective delivery of their allocated tasks.

4. Resource Management

The post holder does not have any line management or budgetary responsibilities.

The post holder will ensure the appropriate use of vehicles, equipment and personal protective equipment provided to them in order to undertake their own role.

5. Supervision and Management

The post holder does not have any line management or budgetary responsibilities.



6. Culture

The post holder will support the development of a positive organisational culture that is outward looking, evidence based and customer focused.

The post holder will promote equality of opportunity in the delivery of the duties of the role.

7. Communications

The post holder will be expected to communicate professionally and effectively with those contacting the Home Care Link team.

8. Main Contacts Associated with Principal Duties

The main day to day contacts for the post holder will be their external customers, GP, Home Care organisations, Health Visitors and Social Workers, requesting care and exchanging information. They will be in regular contact with the immediate team, service and team managers. They will also handle calls and written contact from other parties and external organisations.

9. Commitment

The Council's normal working week for the purposes of calculation of premium rates and enhancements is Monday to Friday 7 am to 7 pm. The Council operates a standard working week of 36 hours.

The post holder will be on a rota for weekend standby for any emergency faults; and as back up to the Council Business Continuity Plan.

10. Risk Management

The post holder will identify any risks that they encounter during the execution of their role and report these to their line manager promptly.

11. Working conditions

The post holder will make visits to clients to discuss and provide updates on the Telecare and Telehealth equipment. They will make arrangement for installations and removals from home sites.



12. 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.

13. Customer Focus

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

14. Core Tasks

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

15. 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.

16. Legislation

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

17. Training & Development

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

18. I.T.

The post holder is expected to comply with the Council's policies and practices relating to use of I.T. and equipment.

19. Creativity

The post holder can contribute ideas relating to the tasks that they undertake, to their line manager for consideration.



20. Decisions and Consequences

The post holder will usually carry out allocated tasks and duties under the supervision of their line manager.

21. Work Context

The post holder work as a key part of the Home Care Link team, ensuring that standards are upheld and that the Council fulfils its requirements. They will have contact with external customers, GP, Home Care organisations, Health Visitors and Social Workers, requesting care and exchanging information, answering queries in a professional manner.

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.

22. Physical Demands

The post is normally office-based, so no unusual physical demands have been identified.



PERSON SPECIFICATION

In this section the Skills, Knowledge, Qualification and Competency requirements to perform the role to a satisfactory standard are set out. The extent, nature and level of the role holder's knowledge and skills should be specified

PERSON SPECIFICATION	Examples specific to role	Required		Method of Assessment Application (A) Interview (I), Testing (T), Reference (R)
		Essential	Desirable	
SKILLS AND KNOWLEDGE Technical knowledge and qualifications	Minimum qualification of GCSE English and Mathematics at grade C or above (or equivalent) OR sufficient previous experience in a similar job may satisfy this requirement	X		A
	Experience and knowledge of programming and installing Telecare and Telehealth equipment		X	A, I
	Previous administrative experience in a busy office environment		X	A, I
	Experience of using Microsoft applications in particular Word, Excel and Outlook	X		A, I
	Ability to deal with people sensitively and appropriately ensuring high levels of confidentiality and professionalism	X		A, I
	Qualified first aider			X
Planning and organising work	Excellent organisational skills	X		A, I
	Excellent administration skills with a high level of attention to detail	X		A, I



	Ability to prioritise own workload, work under pressure and meet multiple deadlines	X		A, I
	Ability to handle confidential information	X		A, I
Planning capacity and resources	N/A			
Influencing and interpersonal skills	Ability to communicate effectively both orally and in writing	X		A, I
	Customer care / good interpersonal skills	X		A, I
	Ability to work as part of a team with a flexible approach	X		A, I
PROBLEM-SOLVING	Enthusiastic and positive attitude	X		A, I
Using initiative to overcome problems	Able to contribute constructive ideas to the team	X		A, I
Managing risk	Able to identify and report any risks encountered during the execution of the role	X		A, I
Managing change	Able to handle change with a resilient and positive attitude	X		A, I
ACCOUNTABILITY and RESPONSIBILITY	Able to work well under supervision	X		A, I
Undertakes tasks without supervision				
Other	Commitment to Equality	X		I
	Commitment to Health & Safety	X		I
	Satisfactory Baseline Personnel Security Standard Check	X		Document Checks (includes Enhanced DBS)
	The ability to fulfil all spoken aspects of the role with confidence through the medium of English language. This	X		A, I



	includes the ability to converse with ease with customers and colleagues and provide advice in accurate spoken English			
	Full clean driving licence	X		A, I
	Willingness to work unsociable hours	X		A, I

COMPETENCIES REQUIRED – All post holders must be able to comply with the Council’s Expected Behavioural Standards which include:

- Putting customers first;
- Being positive and adaptable;
- Taking responsibility and achieving results;
- Working together.

In addition, for those posts with management responsibilities the Expected Behavioural Standards will include:

- Service delivery and change management;
- Financial and resource management;
- Leading, motivating and developing.

Other information

- able to travel to meet service delivery requirements
- available to undertake work outside of normal working hours

Signed Line Manager	Signed Head of Service	
Print Line Manager	Print Head of Service	Date