

## Leeds City Council

### Job Description

<b>Job Title:</b>	Tele Care Operational Manager	<b>Salary</b>	£34,894 to £37,578
<b>Service Area:</b>	Tele Care - Assistive Technology Services	<b>Grade</b>	PO4
<b>Directorate:</b>	Adult Social Care	<b>Date:</b>	Jan 2014
<b>Responsible To</b>	Leeds Tele Care Service Manager		
<b>Responsible For</b>	Tele Care Team Managers, Senior Response Centre Operative, Response Centre Operative, Tele Care Installation and Response Technician, Stock Control Assistant, Finance Assistant and Domestic Assistant.		

### CORE VALUES, AMBITIONS AND GOALS

As a Council our Ambition is to be the best City Council in the UK

Our behaviours will be influenced by our values of;

- Working as a Team for Leeds
- Being Open, Honest & Trusted
- Working with Communities
- Treating People Fairly
- Spending Money Wisely

### Our Vision

Our vision is "Better Lives for People in Leeds".

### Our goals

"Better Lives" is about a range of positive changes we are working towards in Adult Social Care over the next few years to improve the lives of people who use care and support and wider services in Leeds.

This can be divided into three main strands:-

Better Lives through enterprise – stimulating the social care market and increasing social capital to increase the range of choices for people

Better lives through Housing, Care and Support – working to ensure that people can stay living in their own homes as long as possible

Better Lives through integration – Adult Social Care and Health services working more closely together to support people

**Job Purpose:** The main purpose of the Tele Care Operational Manager job is to manage the delivery of the service in a defined area of the Tele Care service, including Tele Care Team Managers, Response service, installations, repairs and faults, the Tele Care equipment cleansing, the recycling of stock, inventory database, and battery management programme. The postholder will do this by managing a defined team of staff and by working with assessors and individual customers to help determine which Tele Care equipment will best meet the customer's needs. The postholders will also assist to promote the use of Tele Care equipment via training and the provision of information. The postholder will provide leadership and management support to the Tele Care Team.

## RESPONSIBILITIES

- To manage, supervise, appraise, support, direct and motivate the Tele Care Staff team.
- To monitor and report individual and team and service performance against TSA accreditation standards and Service Specifications as required.
- To manage the rota to ensure appropriate staffing levels are in place.
- To take a lead role in the development of the service and develop procedures and working practices relating to the service.
- To provide direct management support and guidance to the Tele Care Team Managers and other stakeholders across the full range of the service function.
- To have knowledge of Telecare equipment, how it works and how its use can support people to live as independently as possible.
- To have knowledge of response centre call handling equipment, to be able to edit information and run reports as required by the Operational Manager and Service Manager.
- To be able to train staff to calls hand as required.
- To undertake call handling duties when required.
- To action and follow the plan for Business Continuity and disaster recovery and direct the response centre staff and the Tele Care installation and response technician to ensure continuity of the service.
- To investigate and respond to complaints in line with Leeds City Council's Compliments and Complaints policy.
- To keep up to date with new developments in the Telecare field and ensure the Telecare Service reflects and promotes new advances. To source and research new products and support on-going projects to trial new Telecare equipment.
- To actively promote Telecare opportunities for the service and to implement any agreed marketing for a variety of audiences by assisting in the writing of information leaflets and other written literature for the Council and other outside agencies, with the Services Information and Training Officer and to develop plans for growth in social alarm and Telecare services in designated markets.
- To represent Leeds City Council at regional and national events and meetings as requested by the Service Manager. To speak and give presentations on the Leeds Tele Care Service.
- To be the central point of knowledge for advice on equipment available through the Leeds Tele Care Service and also other assistive technology that may not be available through the service and to be able to signpost to other services.
- To work with Assessors undertaking 'assessments of need' to identify the Telecare equipment required to meet those needs. To try to identify alternative equipment if current equipment is not suitable for a person's needs.
- To manage installations and on occasion install the alarm call and peripheral equipment in customers own homes.

- To be able to demonstrate the use of the equipment to the customer and, where appropriate, their family – in some cases this may be alongside the product manufacturer on other occasions it may be alone.
- To train assessors (Occupational Therapists, Social Workers, District Nurses, Community Matrons and others) on Telecare equipment and the procedures of the Leeds Tele Care service and keep them informed of any changes.
- To be able to develop procedure manuals and publicity material. To update and maintain procedure manuals on changes in the service and ensure staff, assessors, partner organisations and other relevant agencies are informed.
- To be responsible for the production of statistical reports on activity and performance. To accurately record and to maintain statistical information for monitoring purposes.
- To view weekly reports from partner agencies to alert any problems or faults and change any Telecare packages that may not be performing as intended and notify other agencies as required.
- To provide a secure key holding system for customers as well as that for communal keys, ensuring the issue and return of such keys is accurately recorded and that all keys are regularly audited.
- Working with the Service Manager to liaise with partner organisations to create close working relationships via meetings, reviews and procedures.
- To prepare and deliver reports, presentations and briefings as required.
- To maintain appropriate standards and adhere to the financial procedures of the council at all times.
- To exercise administrative control of assets/equipment of the Department which are the responsibility of the postholder.
- To accurately use and maintain both manual and computerised records as appropriate including all records associated with stock control and the maintenance of equipment.
- To assist the Service Manager with the management of the service budget.
- To maintain confidentiality in line with Leeds City Council policies and procedures.
- To participate in and contribute to training and development activities as necessary to ensure up to date knowledge, skills and continuous professional development of self and team.
- To act as Investigating Officer within the Council's Disciplinary Rules and Procedures.
- To undertake other duties appropriate to the post as required.
- To comply with the requirements of all Leeds City Council and Departmental policies, procedures and staff instructions, including responsibilities under the Health and Safety Policy and Procedures.
- To actively promote and support Leeds City Council and Departmental Policies on Equal Opportunities and to work in an anti-oppressive manner.

**Economic Conditions:**

Annual Leave: 28 days per annum plus 8 statutory holidays (pro rata for part time employees). An additional 5 days leave is given after 5 years continuous service.

Hours: 37 hours per week - Core office hours are 7:30am - 10:00pm 7 days a week.

Flexible Working: A range of flexible working options are available subject to approval of a business case

Conditions of Service: NJC Terms and Conditions apply. Some locally negotiated agreements may also be in place.

**Equality & Diversity:** Within the Council this is about making sure that everyone can fully join in the social, cultural, political and economic life of the city. The City Council is committed to its value of Treating People Fairly; this includes our staff and the people of Leeds. We will make sure that we do not discriminate against people because of their age, impairment, ethnic origin, nationality, religious belief, social class, gender, sexual orientation, gender reassignment, and marital status, responsibility for dependants, trade union activity or for any other unfair reason.

**Health & Safety:** The Council believes that ensuring the safety, health and well-being of employees, contractors, service users (including learners) and all others affected by our activities is essential to accomplishing our ambition and values. As a large employer we are committed to being an exemplar for good practice and contributing to the wider health agenda by ensuring that work doesn't contribute to poor health, using the workplace to improve health and well-being, and supporting our workforce to be "Happy, Healthy and Here". We expect all employees to contribute to their own individual safety and well being and to that of others who may be affected by their actions.

**Promotion:** Whilst no guarantee can be given to subsequent promotion, there are currently a number of higher graded posts within the Council which potentially provide the opportunity for career progression within the Council. Any subsequent vacancies will be filled in compliance with agreed Council procedures.

**Training:** The Council has a positive commitment to the training and development of employees in all areas of its activities. Similarly employees are also expected to adopt a positive attitude to any training provided and also to their own personal development.

**Qualifications:**

**Relationships** The post holder will work as part of a team within a health and social care setting, maintaining effective relationships with other colleagues, Elected Members, service users, families, carers and other agencies.

**Physical Conditions** The post holder will be based at a central office, currently in Cross Green with plans to move to the AT Hub in Clarence Dock. The post holder may be required to visit other council buildings. The post holder may be required to be based at another location within the Leeds boundary. Leeds City Council operates a no smoking policy.

**SPECIAL CONDITIONS**

TBC

Job Description Content Prepared / Reviewed by:

Name Katie Cunningham

Name

Designation Service Manager

Designation

Date: November 2013

Date:

**PERSONAL SPECIFICATION ESSENTIAL REQUIREMENTS:** It is essential that the candidate should be able to demonstrate the following criteria for the post within the context of the specific role. Candidates will only be short listed for interview if they can demonstrate on the application form that they meet all the essential requirements. Progression through the grades will be linked to the appraisal process and subject to you performing your key tasks to a satisfactory level, and where appropriate successful completion of examinations.

**Method Of Assessment (MOA) – A = Application Form T = Test I = Interview C = Certificate**

Skills required	MOA
Ability to provide leadership which enables and develops staff to achieve results.	A/I
Ability to motivate, direct, support, appraise and supervise staff	A/I
Ability to manage and monitor performance effectively and set clear objectives for the review of individuals and teams.	A/I
Be able to prioritise workload and to display the flexibility to work alone on own initiative while able to tolerate frequent interruptions.	A/I
Be able to plan, deliver and identify appropriate training for staff	A/I
Ability to lead on the development of the service.	A
Ability to signpost to a range of services	A/I
Ability to communicate effectively both verbally and in writing with colleagues and members of the public.	A/I
Ability to identify customers at risk of harm in line with Safeguarding Adults policy and procedure.	A/I
Ability to work with customers in their own homes in a sensitive and appropriate way.	A/I
Ability to provide a flexible and responsive service.	A
Ability to use a word processing programme, in particular MS Office packages as well as other computer applications used by the council.	A/I
Ability to devise and maintain both manual and computerised record systems.	A/I
Ability to provide training on a one-to-one basis or in groups.	A/I
Ability to manage budgets and effectively use stock control systems.	A/I
Ability to resolve conflict	I
Ability to manage the disaster recovery plan	I
Ability to action and manage the Business Continuity plan	I
Knowledge required	MOA
Knowledge of Safeguarding Adults procedures	A
Knowledge and understanding of the needs of people experiencing barriers to independent living.	A
Knowledge and an awareness of support services available to disabled people and carers of all ages.	A/I

Knowledge and an awareness of the need for financial and stock control procedures in a large organisation.	A/I
Knowledge of the Social Housing Provision	A
Knowledge of the Council's financial regulations and procurement requirements.	A
Knowledge of Telecare Solutions	A/I
Knowledge of logistic system to enable the effective management of the service.	I
Knowledge of Leeds City Council's Compliments and Complaints Policy	I
<b>Experience required</b>	<b>MOA</b>
Experience of attending meetings, at varying levels and presenting information in various formats.	A/I
Experience of response centre call handling	I
Of communicating effectively and positively with a variety of people.	A
Of using computerised information recording systems.	A
Of working with staff from various agencies	A
Of working with customers with a range of needs.	A/I
Of taking forward initiatives and change management from development to implementation	A/I
Experience of managing a 24 hour service.	A/I
Of managing competing priorities whilst delivering a range of projects and adapting to changing priorities.	I
<b>Behavioural &amp; Other Related Characteristics required</b>	<b>MOA</b>
Abide by the Council's Equality and Diversity Policy in the duties of the post, and as an employee of the Council.	A/I
Carry out all duties having regard to an employee's responsibility under the Council's Health and Safety and Safeguarding Adults policies and procedures.	A/I
Willingness to actively participate in training and development activities to ensure up to date knowledge and skills.	A
Knowledge of the problems of disadvantaged groups.	A

**PERSONAL SPECIFICATION DESIRABLE REQUIREMENTS:** It is desirable that the candidate should be able to demonstrate the following criteria for the post within the context of the specific role. Candidates are not required to meet all the Desirable requirements however these may be used to distinguish between acceptable candidates. Progression through the grades will be linked to the appraisal process and subject to you performing your key tasks to a satisfactory level, and where appropriate successful completion of examinations.

**Method Of Assessment (MOA) – A = Application Form T = Test I = Interview C = Certificate**

<b>Skills required</b>	<b>MOA</b>
<b>Knowledge required</b>	<b>MOA</b>
Of Social Alarm services and Telecare / Preventative Technology.	A/I
Of how basic electrical and wireless telephony alarm systems operate.	A
<b>Experience required</b>	<b>MOA</b>
Of working with low level electrical equipment.	A
Of working with disabled people and carers.	A
Of delivering training / information sessions.	A
<b>Behavioural &amp; Other Related Characteristics required</b>	<b>MOA</b>
Knowledge of the problems of disadvantaged groups.	A
Up-to-date, valid UK driving licence and able to drive a manual car.	C