

Leeds City Council

Job Description

Job Title:	Response Centre Operative	Salary	£19,817 to £21,734
Service Area:	Tele Care – Assistive Technology Services	Grade	C1
Directorate:	Adult Social Care– Access and Care	Date:	Jan 2014
Responsible To	Tele Care Service Manager, Operational Manager, Team Manager and Senior Response Centre Operative		
Responsible For	N/A		

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 Tele Care Response Centre facilitates emergency access to services and support for clients who are connected to the Council’s Tele Care Alarm Call Service. The range of clients to whom the service is provided includes elderly and vulnerable clients living in sheltered and supported housing; elderly and vulnerable clients living independently; lone working and victims of domestic violence and Hate crime. Emergency calls are accepted and the appropriately action is taken to resolve the emergency.

RESPONSIBILITIES

- To have knowledge of response centre call handling equipment.
- To receive and action calls in a professional manner according to agreed targets and timescales.
- To accept and respond appropriately to emergency calls which are received at the response centre.
- To assess and determine appropriate courses of action which are required in response to different types of calls and to direct emergency and support services to incidents which are reported.
- To provide advice, assistance and advocacy to clients in distress who call in emergency situations
- To undertake associated administrative duties as required.
- To work on own initiative and sometimes without supervision with frequent interruptions.
- To maintain accurate information on the computer database (including inputting and maintenance of client data).
- To assist with the promotion of the service and to, at all times, present a good image of the service and the Authority.
- To make and receive telephone calls in conjunction with the operation of the service.
- To participate in training and development activities as necessary to ensure up to date knowledge and skills.
- To undertake duties, as necessary, associated with existing corporate computer systems
- To liaise with Sheltered Housing Wardens, Home Care Managers, Neighbourhood Housing Offices, Emergency Services, clients relatives and other internal and external agencies to ensure the safety, security, welfare and well-being of clients.
- To assist and support trainees, and new staff
- To ensure the provision of an effective and friendly service to customers.
- To respect confidentiality.
- To maintain appropriate industry standards
- To demonstrate appropriate behaviour in difficult circumstances.
- To be a proactive member of the team.
- To show commitment to self and team development.
- Willing to work flexible hours occasionally to meet service requirements.
- To act up to Senior Response Centre Operative as required by the Operational Manager

Economic Conditions:

Annual Leave: 21 days per annum plus 8 statutory holidays and 3 additional statutory holidays (pro rata for part time employees). An additional 5 days leave is given after 5 years continuous service.

Hours: Various rota patterns

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:

Job Description Content Prepared / Reviewed by:

Name Katie Cunningham

Designation Service Manager

Date:

Name

Designation

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 use a PC to input, update and interrogate client information.	A/I
Ability to communicate at all levels using a variety of media.	A/I
Ability to respond to emergency situations using one's own initiative.	A/I
Ability to work shifts and provide cover at short notice (including evenings, nights and weekends).	A/I
Ability to undertake administrative duties as required	A/I
Ability to pass, and receive information accurately.	A/I
Ability to work on own initiative.	A/I
Ability to prioritise workload with frequent interruptions.	I
Knowledge required	MOA
An understanding of the needs of elderly, disabled and vulnerable clients and how to help when in distress, or in emergency or illness.	A/I
An awareness of services and sources of support which are available to clients.	A/I
Experience required	MOA
Experience of responding to emergency situations using one's own initiative.	A/I
Experience of working within a team where flexibility of response is required.	A/I
Experience of working with elderly, disabled or vulnerable client group.	A/I
Behavioural & Other Related Characteristics required	MOA
Abide by the Council's Equality and Diversity Policy in the duties of the post, and as an employee of the Council.	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.	I
Willingness to actively participate in training and development activities to ensure up to date knowledge and skills.	I
Knowledge of the problems of disadvantaged groups.	I
Sympathetic and caring to the needs of the community.	I
Supportive towards other team members.	I

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

Skills required	MOA
Ability act up to Senior Response Centre Operative as required by the Operational Manager	I
Knowledge required	MOA
An awareness of the geography of the city and how to direct support and assistance to a client's home.	I
Experience required	MOA
To have experience of response centre call handling	A/I
Behavioural & Other Related Characteristics required	MOA