



Job Description and Person Specification Lifeline Support Worker

Document owner
Head of HR Services

Document no: B-JD-CA

Job Description

Directorate Customers & Communities	Grade C
Service Independent & Supported Living - Lifeline	Job evaluation number
Reports to Lifeline Support Services Manager	Responsible for NA

Job purpose and role

To deliver a 24/7 support service primarily to older people living within Hambleton district and also to other vulnerable groups which may have more complex support needs. To include the installation and management of Telecare equipment and to provide practical, non-regulated support tasks.

To work as part of a team under the direction of the team leader in meeting the individual needs of service users and ensuring their quality of life is maximised.

Support & Key Working

- To assess the needs of the service-user, to draw up an individual support plan, and to set up the support agreement and billing arrangements where required.
- To conduct a risk assessment and to provide advice & guidance for personal health, safety and security. To report incidents of inappropriate behaviour which may include verbal abuse, mental ill health episodes, substance misuse, or physical aggression and to facilitate the resolution of disputes.
- To recognise and respond accordingly to any actual or suspected abuse or neglect.
- To promote health & wellbeing to enhance independence & quality of life and to encourage and help service-users to participate in and contribute to decision making.
- To respond appropriately to service user enquiries, concerns and issues and to provide where required regular support visits to check wellbeing and/or to carry out practical tasks/ support activities. To develop and maintain an open, honest relationship with service users whilst retaining professional boundaries at all times.

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- To support and promote the rights of service-users in the community and to encourage and assist service-users to be actively involved in their local community.
- To arrange and conduct meetings with service-users and other relevant individuals and agencies involved in their care and support.
- To liaise and make necessary arrangements with relevant individuals and/or agencies at times of crisis including terminal illness and sudden death and/or end of tenancy.

Telecare

- To install, check, test and remove lifeline and Telecare sensor equipment under the direction of the team leader.
- To respond to Telecare alerts and equipment fault calls.
- To follow the battery testing/battery replacement schedule for the Telecare equipment installed in clients’ homes.

Administration & Record Keeping

- To process information using a range of ICT applications to ensure the effective administration of Telecare support services;
- To maintain accurate individual records, including notes of meetings, incidents and correspondence, whilst ensuring accuracy, accountability and confidentiality;
- To complete the relevant documentation relating to the installation, collection, testing and maintenance of lifeline equipment and Telecare sensors.
- To ensure that all corporate records are maintained in accordance with ‘Terms & Conditions of Employment’

General

- Required to respond to support needs outside of normal office hours on a rota basis over 7 days, including weekends and Bank Holidays, evening and overnight ‘on call’ response to emergencies. To cover additional shifts for colleagues during absences.
- Where necessary to provide cover in other geographical zones.
- Hold a valid driving licence, have the ability and confidence to drive a vehicle including a small van. To have a suitable vehicle available for work purposes when a company vehicle is not available.

ALL employees are expected to:

- Live the company values so the highest standards of customer care can be achieved
- Be committed to diversity and inclusion of all, efficient services, so excellence in all that we do is



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pursued through continuous improvement

- Contribute to development of and strive to meet departmental, team and individual targets
- Participate in the staff appraisal and development scheme, one to one performance discussions and attend identified training to ensure continuous learning and improvement
- Comply fully with the Code of Conduct, health and safety requirements, legislation, regulations, policies and procedures
- Attend meetings or provide services outside of the usual working hours where reasonably requested to do so
- Promote value for money and continuous improvement within the service area
- Have an overall understanding of the risks and implications associated with the requirements of the role and takes appropriate action to mitigate any potential consequences.

Signed _____

Date _____

Print Name _____

Version No	Revision Date	Reason for Revision
1	June 2019	Initial Version

Person specification

Attribute	Detail	Essential or desirable
Skills and abilities	Good organisational and problem solving skills and the ability to prioritise	E
	Ability to work with service-users, colleagues, families and individuals from external agencies	E
	A good understanding of the principles of practice in working with vulnerable people	D
	Able to demonstrate good IT / keyboard skills	E
	Ability to work under pressure and remain level headed	E
Knowledge and experience	Knowledge of sheltered housing and support services	E
	Knowledge of community alarm systems and Telecare services	E
	Experience of working with older or vulnerable people, people with complex needs	D
	Experience of working in a support capacity within a people centred environment	E
	Able to demonstrate excellent interpersonal skills	E
Qualifications	Full driving licence (if you have a disability we will explore reasonable adjustments with you).	E
	NVQ Level 3 or equivalent in a relevant discipline	D
Personal attributes	Empathy with the social aims and values of the company	E
	Able to work collaboratively with colleagues to meet strategic aims	E
	Self-motivated with results orientation	E
	Committed to continuous improvement in service delivery	E
	Stamina drive and resilience	E
	Committed to personal and team development and identification of ongoing needs	E
	Collaborative approach: one company, one team	E
Flexible and open to change	E	



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Attribute	Detail	Essential or desirable
	Professional and customer orientated approach	E
	Effective team worker	E
	Committed to inclusion, equality and diversity	E
	Aligned to the aims and values of the company	E