



## APPLICATION FOR EMPLOYMENT

Thank you for the interest you have shown in the vacancies within Stockton on Tees Borough Council.

Completed forms can be e-mailed to [recruitment@xentrall.org.uk](mailto:recruitment@xentrall.org.uk) or posted to **Xentrall Recruitment Services, PO Box 891, Stockton on Tees, TS19 1JT**, marking the envelope in the top left hand corner with the post reference number.

In accordance with our recruitment procedures, your application will only be considered if it is received on or before the closing date as shown in the advertisement.

In the interests of economy, applications received via the post are not automatically acknowledged. If you require confirmation that your application has been received please enclose a stamped addressed envelope or telephone 01642 526992.

If you have not been contacted within 4 weeks of the closing date for receipt of applications, please assume that on this occasion your application has not been successful.

## **One Call Officer**

### **Vacancy ID: 010557**

Salary: £18,795 - £19,171 Annually

Closing Date: 27/10/2019

### **Benefits & Grade**

Grade E (plus level 1 unsociability allowance)

### **Contract Details**

Permanent

### **Contract Hours**

37 hours per week, the hours of the role are 7am – 7pm (days) and 7pm – 7am (nights) with a 40 minute break per shift, working a 4-week rotating shift pattern of 12-hour day shifts and night shifts.

### **Disclosure**

The successful applicant will be subject to an Enhanced DBS check

### **Job Description**

We are looking for someone with the potential to make a difference to the lives of our clients, helping them maintain independent living in their own homes.

Any potential team member will have the drive and determination to do the very best for the residents that we serve in Stockton on Tees. The role will involve assisting in the delivery of our 24 hour emergency response service to customers connected to the One Call Service. The successful candidate will be compassionate and supportive whilst also being both resourceful and efficient in their approach to the role.


An online application form and further information is available from [www.stockton.gov.uk/jobs](http://www.stockton.gov.uk/jobs).

Please ensure you refer to the Job Description and the essential and desirable criteria in the Person Specification when completing the Personal Statement on the application form, as this information is used to select candidates for interview.

If you would like an informal discussion about the post, please contact Shaun Taylor, One Call Team Leader, on 01642 527839.

The application form is available in alternative formats from Xentrall Recruitment Services, tel: 01642 526992 or email [recruitment@xentrall.org.uk](mailto:recruitment@xentrall.org.uk)

Stockton-on-Tees Borough Council ensures that all customers, both internal and external receive a consistently high quality level of service.

 <b>Stockton-on-Tees</b> BOROUGH COUNCIL		<b>JOB DESCRIPTION</b>	
<b>Directorate:</b>  <b>Community Services</b>		<b>Service Area:</b>  <b>One Call</b>	
<b>JOB TITLE: One Call Officer</b>			
<b>GRADE: E</b>			
<b>REPORTING TO: Senior One Call Officer</b>			
<b>1.</b>	<b>JOB SUMMARY:</b>  To assist in delivering 24 hour emergency response provision to customers connected to the One Call service.		
<b>2.</b>	<b>MAIN RESPONSIBILITIES AND REQUIREMENTS</b>		
	1.	To maintain awareness of clients using to the One Call scheme with regards to the level of health and dependence.	
	2.	To visits clients, as required, and to assess their current circumstances.	
	3.	To make an operational response to calls for assistance from persons linked into the scheme and make arrangements to request the doctor or other such persons/services that may be required.	
	4.	Carry out routine checks to installed One Call equipment, check and clean smoke alarms, change batteries etc. and report faults where necessary.	
	5.	To provide emergency help/first aid and general assistance in case of accident or illness until help of local services and/or relatives arrives.	
	6.	To maintain appropriate records of each person linked to the Scheme and maintain contact details in order to carry out the duties of the post efficiently.	
	7.	To maintain a log of visits, incidents reported and the action taken.	
	8.	To liaise with the Wardens of all Sheltered House Scheme's visit such Schemes as required, to attend to the needs of the residents and to report any incidents when the Warden returns to duty.	
	9.	To operate the radio controlled and computer equipment installed into the Schemes and report any malfunction.	
	10.	To operate the Onecall phone line when required.	
	11.	To be familiar with and be able to demonstrate equipment provided through the Onecall service.	
	12.	To maintain electronic records and databases for customers receiving the Onecall service ensuring information is input/updated within specified timescales.	
	13.	To deal with routine enquiries regarding the One Call service.	
	14.	To undertake the completion of forms and records associated with delivering the Onecall service electronically.	
	15.	To be involved in the introduction of new technology and to undertake appropriate training as requested.	
	16.	To undertake all training as requested.	
	17.	To undertake basic "make safe" of residents properties only in emergency situations.	
	18.	To liaise with Officers of the Council and other agencies as appropriate.	

	19.	To complete vehicle checks on Council vehicles prior to use and ensure their cleanliness is to a high standard.
	20.	To assist in the training and development of staff and to undertake such personal training as may be deemed necessary to meet the duties and responsibilities of the post.

### 3. GENERAL

**Job Evaluation** - This job description has been compiled to inform and evaluate the grade using the NJC Job Evaluation scheme as adopted by Stockton Council.

**Other Duties** - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

**Workforce Culture and supporting behaviours and Code of Conduct** – The post holder is required to carry out the duties in accordance with Workforce Culture and supporting behaviours, code of conduct, professional standards and promote equality and diversity in the workplace.

**Shaping a Brighter Future** – The post holder will embrace the Council's "Shaping a Brighter Future" programme.

**Personal Development** – As defined by the Council's Culture Statement, all employees will take responsibility for their own development

**Customer Services** – The post holder is required to ensure that all customers both internal and external, receive a consistently high quality level of service, commensurate to the standards required by Stockton-on-Tees Borough Council.

**Policies and Procedures** – The post holder is required to adhere to all Council Policies and Procedures.

**Health and Safety** – The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.

**Safeguarding** – All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Stockton Council's Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.

**Job Description dated 3 November 2016**



## PERSON SPECIFICATION

Job Title/Grade	<b>One Call Officer</b>	<b>Grade E</b>
Directorate / Service Area	<b>Community Services</b>	<b>One Call</b>
Post Ref:	<b>14078 / POS006079</b>	

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>MEANS OF ASSESSMENT</b>
Qualifications	Possess or be willing to work towards NVQ Level 2 in Care  Current driving licence	First aid qualification  Manual Handling	Application form
Experience	Knowledge of working with vulnerable/elderly people  Knowledge of data protection and safeguarding	Have worked within a care/social/health environment  Have worked in a customer orientated environment	Application / Interview
Skills	Good written, oral communication skills  IT literate  Ability to use databases for example PNC  Ability to organise with minimum supervision	Ability to programme work and be personally organised  Ability to deal with varied issues, complaints and requests for service  Ability to think widely and solve problems logically	Application / Interview

	<p>Ability to use Microsoft Office packages</p> <p>Ability to undertake a generic role and perform multi-functional duties in a busy and challenging administrative environment</p> <p>Committed to excellent customer service</p>	<p>Ability to represent the Service within a range of meetings</p> <p>Ability to deal with confidential information</p> <p>Numerical ability to interpret statistical data</p>	
Specific behaviours relevant to the post	<p>Demonstrate the Council's Behaviours which underpin the Culture Statement</p> <p>Work effectively in a challenging environment</p> <p>Demonstrate a commitment to improving the quality of life of residents</p> <p>Team working skills and ability to work alone</p>	Commitment to continuous personal development	Application / Interview
Other requirements	<p>Flexible working which will include working evenings, bank holidays and weekends</p> <p>Enhanced DBS clearance</p> <p>Ensure a customer centred focus at all times in all situations to deliver excellent outcomes for all stakeholders</p>	<p>Ability to communicate across a range of stakeholders</p> <p>Committed to lifelong learning of self and others</p> <p>Ability to make things happen within their area of responsibility</p> <p>To have a flexible attitude personally and encourage in others, across all areas of the workplace</p>	Application/ Interview

**Person Specification dated 3 November 2016**

## Conditions of Service

### General

Conditions of service will vary from service to service. However, there are some general points to cover.

Conditions of service generally are those contained in the appropriate National Joint Council Schemes but have been supplemented in a number of areas by locally agreed conditions. The relevant Handbooks are available for reference in all departments.

### Office Hours

The OneCall officer's cover 365 days a year working a 4-week rotating shift pattern with 12-hour Day shift (D) and Night shift (N) the shifts are shifts 7am – 7pm Days and 7pm – 7am Nights with a 40 minute break per shift with rota as detailed below.

M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28
D	D			N	N	N			D	D				N	N			D	D	D			N	N			

### Annual Leave

The basic annual leave entitlement is 26 days plus 8 public holidays. Employees with 5 years continuous service receive 31 days annual leave.

### Sick Pay

Most employees are covered by the provisions of the nationally agreed sick pay schemes which allow periods of absence on half pay and full pay according to length of service.

### Pension

You will automatically be entered into the Local Government Pension Scheme (LGPS) unless you choose to opt out. This is a contributory pension scheme and meets Government standards for automatic enrolment. If you do not opt out within three months of joining the LGPS, you will not be eligible to receive a refund of your contributions but will instead be given deferred benefits within the Scheme. If you decide to opt out of the Scheme your employment, earnings and age will be monitored in line with automatic enrolment guidelines.

### Medical Examination

Before commencing your employment, you will need to complete a medical questionnaire and may be subject to a medical examination.

### Probation

New entrants to Local Government will be required to complete a six month probationary period.

### Equal Opportunities

The Council is working towards an environment where all employees, residents and service users receive equal treatment regardless of gender or gender reassignment, marital or civil partnership status, sexual orientation, age, disability, race, religion or belief, social origin, pregnancy and maternity.

### Job Sharing

A voluntary Job-Sharing Scheme is in operation. Applications to job share are welcome and there is no requirement for you to apply with a partner.

### Payment of Salaries

Salaries are paid monthly on the last working day of the month. All payments are made by credit transfer direct to a nominated bank or building society.

**Smoking Policy**

The Council operates a No Smoking Policy.

**Politically Restricted Posts**

The Local Government and Housing Act 1989, as amended by the Local Democracy, Economic Development and Construction Act 2009 designate certain posts as politically restricted. If this is the case it will be detailed on the job description and means that you would be disqualified from being a member of a Local Authority, the House of Commons or of the European Parliament. Further information is available upon request.

**Rehabilitation of Offenders Act 1974**

Having a criminal record will not necessarily bar you from working for the Council. This will depend on the nature of the post and the circumstances and background of your offence(s). To assist the Council in determining the suitability of your employment, certain posts are subject to a DBS check. If this is the case an appropriate statement will appear in the recruitment advertisement.