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| **Job Description** | |
| **Post title** | Telecare Control Operator |
| **JE Reference No** | N6916 |
| **Grade** | 5 |
| **Service** | Regeneration, Economy & Growth |
| **Service Area** | Transport & Contract Services – Care Connect & CCTV |
| **Reporting to** | Telecare Control Co-ordinator |
| **Location** | Your normal place of work will be Chilton Depot, but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post **is not** subject to a disclosure. |
| **Flexitime** | This post **is not** eligible for flexitime. **Staff must be flexible to work unsociable and additional hours to meet the needs of the service.** |
| **Politically restricted** | This post **is not** designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

To assist in the provision of an equitable Countywide Care Connect service.

To assist in the Control Centre in the monitoring of the Community Alarms, CCTV and other related functions.

This post is to be flexible providing support and various duties within the Care Connect service.

To maintain and promote independent living to the customer. Carrying out an assessment of the incident and contacting emergency services, GPs and next of kin.

To have an in depth knowledge of all Telecare equipment including installation and monitoring.

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| **Duties and responsibilities** |

* + - To assist in the provision of a monitoring and dispatching service in accordance with predefined guidelines, policies and procedures to non-urgent and emergency calls from customers, administering immediate assistance where appropriate and requesting the assistance of the emergency services, agencies, families, carers, etc. when required.
    - To assist in the provision of the Care Connect, out of hours service by handling calls appropriately which cover the whole range of the authority’s services including CCTV. In accordance with the authorities Code of Practice and legislation.
    - To ensure that all databases/management systems are utilised correctly within the Data Protection Legislation and all relevant information is communicated effectively.
    - To recognise and respect the independence and dignity of the Care Connect customers.
* To provide guidance and advice to vulnerable customers on payment for the service to

establish if assistance with support charges can be met through eligible benefits.

* To work in partnership with multi agencies including Social Care and Health, National

Health Service (NHS), Carers, GPs, Emergency Services, Registered Social

Landlords etc.

* To have a full understanding of vulnerable groups to identify support needs for customers

with various needs including learning, physical and sensory disabilities as well as

dementia, mental health or other health problems

* To identify and report any ‘safeguarding’ cases through the appropriate channels according to Durham County Council’s Safeguarding policy
* Have detailed knowledge of other services available in order to sign post the customer to

appropriate agencies.

* To have an in depth knowledge of all Telecare equipment.
* To report any equipment faults to all relevant parties
* To contribute to marketing events and publicity information as required, including the

production of regular case studies for publication.

* To ensure compliance with Telecare Services Associated (TSA) Code of Practice, Security Industry Association, (SIA) operating procedures and all Performance Indicators (PIs) for monitoring and response services.
* To provide evidence and attend court as instructed, on CCTV cases as and when required.
* To undertake and participate in all induction training relevant to job role and any further training identified as essential to maintain competency.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification | | |
|  | Essential | Desirable |
| Qualifications | * 4 GCSEs (Graded A-C) or equivalent * First Aid certificate (On commencement of employment it is essential that you undertake this training. Completion of the course with the qualification is essential to carry out the role) * SIA License (On commencement of employment it is essential that you undertake this training. Completion of the course with the qualification is essential to carry out the role) * Safeguarding (On commencement of employment it is essential that you undertake this training. Completion of the course with the qualification is essential to carry out the role) | * NVQ 2 Customer Care * Current First Aid certificate * SIA License * Social Care or Health Qualification |
| Experience | * Customer Care background | * Experience of working with vulnerable groups in a supporting capacity * Working in a social care or health background * Ability to work on own initiative or as part of a team * Working in a Control/CCTV environment |
| Skills & Knowledge | * Knowledge and experience of Information Technology (I.T.) * Admin/clerical skills including ability to gather and record accurate data * Excellent interpersonal/observation skills * Excellent communication skills including ability to take control in an emergency situation * Social and interaction skills * Ability to analyse & solve problems * Ability to deal with and handle confidential information and sensitive issues | * Knowledge of social alarms, CCTV and Telecare * Working knowledge of meeting accreditation standards * Knowledge of local area * Knowledge and understanding of Performance Indicators (PIs) * Knowledge/understanding of problems faced by vulnerable groups |
| Personal Qualities | * Patient, sympathetic and caring nature * Respect the independence, dignity and confidentiality of the customers * Flexibility with regard to hours of work * Must be willing to continuously develop and attend all planned training * Positive and decisive thinking essential as will be responding to emergency situations/incidents * Ability to work on own initiative or as part of a team * Ability to adapt to constant changes in business needs |  |