



Job Profile

Care Call Assistant

Grade D plus shift and weekend enhancements where applicable.

Group: Care, Wellbeing & Learning
Location: Civic Centre
Service: Gateshead Care Call
Line Manager: Care Call Assistant Manager
Car User Status: N/A

Job Purpose:

To provide an emergency response service.

The key roles of this post will include:

1. Undertaking call handling and associated work, including outgoing calls to clients as required.
2. To carry out appropriate action to ensure that all calls received are dealt with satisfactorily in line with agreed policy and procedures, including appropriate liaison with other staff, agencies and departments as required.
3. To provide a mobile response service as required and directed. This may involve providing personal care to clients.
4. To ensure that database information is accurate, and that the equipment installed is working effectively, including the provision and installation as required of all assistive technologies.
5. To visit clients to obtain personal details and demonstrate the use of equipment.
6. To carry out general administrative duties associated with Care Call service.
7. To work according to agreed shift patterns and to provide cover in the absence of other staff as necessary.
8. Such other duties reasonably falling within the purview of the grade as may be required.



Knowledge & Qualifications

Essential:

Experience and other attributes:

- Working in housing or social care field and with members of the public
- A flexible approach to work
- Good communication skills
- Caring attitude
- Genuine interest in the wellbeing of the elderly / disabled

Qualifications:

- Current driving licence or means to mobility support
- NVQ level 2 in customer service, social care or housing support
- 5 GCSE's at minimum of grade 4 (Grade C) or equivalent

Desirable:

Knowledge:

- Windows software packages

Experience:

- Computer Skills

Qualifications

- IT qualification, Emergency first aid or moving and handling



Competencies

Customer Focus	Puts the customer first and provides excellent service to both internal and external customers
Communication	Uses appropriate methods to express information in a clear and concise way to make sure people understand
Team Working	Works with others to achieve results and develop good working relationships
Making things happen	Takes responsibility for personal organisation and achieving results
Flexibility	Adapts to change and works effectively in a variety of situations
Learning and Development	Actively improves by developing and applying new skills and knowledge and learns from past experiences