**MAIN DUTIES/RESPONSIBILITIES**

1. Respond to emergency calls, conduct a dynamic risk assessment and give emergency help including responsive care if required that maintains personal dignity and ensures an individual’s safety and independence within their home environment. Referring to other services or relatives as required and recording appropriately any actions taken maintain personal dignity
2. Consult and liaise with appropriate staff regarding the care, support services and environmental concerns for tenants, ensuring accurate records of action taken are maintained
3. Assist in data inputting, recording calls received, and actions taken
4. Ensure that clients, colleagues, management and the control room have the information they need to respond to calls to attend a person’s home
5. To work flexibly on a rota system for Bank Holidays, evenings and weekends.
6. Undertake clerical and administrative duties including manual and computer recording and filing of information ensuring records are up to date to facilitate the smooth running of the service and schemes
7. To identify, demonstrate, check, fit, exchange, instruct and encourage use of Technology and associated devices to clients and carers/family and report repairs as necessary.
8. To visits clients in their homes to update and review their information and check the equipment installed
9. As part of the review and Support Planning process, refer through to appropriate agencies any potential or unmet needs to request assessment for aids, adaptations or longer term services
10. Consult and liaise with appropriate staff regarding the care and support services and any environmental concerns.
11. Ensure accurate records of action taken are maintained at all times
12. Provide clients and other interested parties with relevant information, including the services and equipment available and signpost where appropriate
13. Provide a sympathetic and supportive response during times of illness, hospitalisation or bereavement. Provide help (not nursing) to clients until arrangements can be made for relatives/other agencies to take over
14. Provide information and, if necessary, attend case conferences or other meetings involving clients and potential clients care plans
15. Provide cover as directed within Sheltered and Extra Care and in line with Scheme Manager duties and job description, (normally daytime response officers only)
16. Undertake all reasonable training activity designed to support your role. You will be required to attend training outside of your normal working hours for which you will be paid for time spent at work but you will not be paid for any mileage to and from place of work.
17. Within the service provide cover, help and assistance as directed by your line manager
18. Ensure that you work in line with all the Council’s policies and procedures and ensure that you are aware of your obligations under these.
19. Behave according to the Employees’ Code of Conduct and ensure that you are aware of your obligations and responsibilities re. conflicts of interest, gifts, hospitality and other matters covered by the Code.
20. Carry out your role in line with the Council’s Equality agenda.
21. To comply with health and safety policies, organisational statements and procedures, report any incidents / accidents/ hazards and take a pro-active approach to health and safety matters in order to protect yourself and others.
22. Any other duties of a similar nature related to this post that may be required from time-to-time.

THE SUCCESSFUL APPLICANT WILL BE SUBJECT TO RELEVANT VETTING CHECKS INCLUDING A SATISFACTORY **ENHANCED** DISCLOSURE BEFORE AN OFFER OF APPOINTMENT IS CONFIRMED. FOLLOWING APPOINTMENT THE EMPLOYEE WILL BE SUBJECT TO RECHECKING AS REQUIRED FROM TIME TO TIME BY THE AUTHORITY